

ENJOY GREAT PRICES AS STANDARD

WITH OUR STANDARD (VARIABLE) TARIFF





HELPING YOU FEEL BETTER ABOUT YOUR ENERGY

Standard (Variable)			
 Variable tariff	 Electricity from various energy sources	 No exit fees	 Free to call UK-based call centres

- **Freedom and flexibility** – with our Standard (Variable) tariff there's no minimum length of contract or any exit fees.

On top of this great tariff, we listen to our customers. Here's what we're committed to right now:

- **Better bills** – our customers want a bill using everyday language, so we've created one
- **Fair prices** – we're determined to make our prices as fair as we can for all our customers
- **Free to call** – UK-based call centres.

WHAT HAPPENS NEXT?

- Along with this book, you should also have your contract letter which includes your account number and your prices.
- If you haven't already, you can now register for MyAccount (see opposite) to track the progress of your switch and manage your energy online. You'll need your account number to do this.
- Remember to check whether this is the best tariff for you, and if you change your mind about switching you have a 14 day 'cooling off' period from the day after you signed or agreed your contract, during which you can cancel. Just write to us at EDF Energy, Freepost RRYZ-BGYG-JCXR, 334 Outland Road, Plymouth, PL3 5TU.

NEW TO EDF ENERGY?

- After your 14 day 'cooling off' period has ended, we'll start the process to switch your supply to us, which should only take about three weeks.
- You shouldn't have to do anything and there will be no disruption to your supply. We'll write to let you know the date your supply will start, and will contact your old supplier to let them know about the switch. If you are taking both electricity and gas from us, your supplies could start on different dates.
- Soon we'll be in touch to ask for your meter reading(s). The easiest way to give them to us is via MyAccount. Or you can call our 'no queue' automated phone service on **0800 015 1736**. Accurate meter readings help us send you accurate bills. We'll write to you to let you know how and when to submit reading(s) – and your old supplier will also use the reading(s) to close your account with them.
- We recommend you only cancel any Direct Debits with your previous supplier once you've received our written confirmation that your transfer is complete.
- As soon as we have your reading(s) and have sorted out everything with your old supplier, you'll officially be an EDF Energy customer.

SIGN UP TO MYACCOUNT

MYACCOUNT IS THE HASSLE-FREE WAY TO MANAGE YOUR ENERGY ACCOUNT WITH US ONLINE

- Check the progress of your switch.
- Give us meter readings – so you only pay for what you use.
- Pay your bills – easily, securely, conveniently.
- Live chat – sort any issues online with an adviser.

If you haven't already signed up, it's easy to do so. Head to edfenergy.com and follow these simple steps:

1. click on the 'Register' button
2. have your account number handy
3. just fill in a few quick details and you're done and dusted.

TRY OUR APP

The EDF Energy app is the easy way to take control of your energy bills.

- Submit photo meter readings from your smartphone.
- Ask for a copy of your bill and request to change your Direct Debit amount.
- Tell us you're moving home.

For more information and for links to the Android and iPhone app stores, where you can download our app, head to edfenergy.com



YOUR PRICES

- Your prices are shown in what's known as the Tariff Information Label or TIL for short. We gave you this when you signed up and we've included a copy with your contract letter.
- 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.
- If you make payments under a Green Deal plan, we'll collect these in the same way we do for your energy payments. See page 11.
- 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 application.

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.



PAYING FOR THE ENERGY YOU USE

MONTHLY BUDGET DIRECT DEBIT

- **Predictability** – you pay an agreed, fixed amount each month.
- **Simplicity** – you won't have to remember to pay your bill on time.

REVIEWING YOUR DIRECT DEBIT

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 outstanding 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 OFTEN WE REVIEW YOUR MONTHLY PAYMENT

We'll look at the amount you pay for your Direct Debit within 15 months of it being set up, and then on each anniversary of that date. This is known as your 'annual Direct Debit review date'. We might review it before your annual Direct Debit review date, 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 review the amount you pay if you make any additional 'one-off' payments to us. We'll only take these payments into account when we carry out your annual review.

WHY YOUR DIRECT DEBIT AMOUNT MIGHT CHANGE

After we've completed the review, if your Direct Debit needs to increase or decrease by more than 5%, to cover your estimated annual energy cost, we'll let you know and make the necessary changes. We do this so that your payments don't change too often. This percentage may change from time to time, but you'll always be able to find the latest details 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 debt we'll usually update your monthly payment amount to split the outstanding balance 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 in advance.**

CASH AND CHEQUE

- **Control** – when we need readings from you, we'll send you a reminder to read your meters. If you do so, it'll help you avoid over or under paying. We'll send you a bill based on your readings so you only pay for the energy you use. You can use MyAccount and give us your readings there.
- **Flexibility** – don't worry if you can't give us a meter reading. You can also pay a regular amount, which is based on an estimate of how much energy we think you'll use over a year, spread over twelve monthly payments. The easiest way to do this is online through MyAccount.

WHERE TO PAY YOUR BILL

You can give us meter readings and pay your bill:

- **Online** at MyAccount. Access it via edfenergy.com/myaccount
- **On the phone**, with our 'no queue' system. Call **0800 015 1736**.

For a full list of ways to pay, visit edfenergy.com/ways-to-pay or call **0800 096 9000**.

OUR FUEL MIX

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 2013 to March 2014. 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.

	 Coal	 Gas	 Nuclear	 Renewable	 Other	 CO ₂ : g/kWh	 Radioactive waste g/kWh
EDF Energy's fuel mix	26.8%	3.5%	56.1%	13.5%	0.1%	259	0.0045
Contribution to our carbon emissions	94.2%	5.4%	0.0%	0.0%	0.4%		
UK average fuel mix	34.0%	25.6%	21.6%	16.7%	2.1%	428	0.0017

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.





CITIZENS ADVICE CONSUMER HELPLINE

It's easy to get free, independent advice so that you 'Know your rights' as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills. To 'Know your rights' visit citizensadvice.org.uk/energy for up to date information or contact the Citizens Advice consumer service on **03454 04 05 06**.

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.

Or you can email us at:

complaintresolutionmanager@edfenergy.com

Or write to: **Freepost RRYZ-BGYG-JCXR Complaint Resolution Manager, 334 Outland Road, Plymouth, PL3 5TU.**

If you're still unhappy, email our Customer Services Director Executive team at CSDirector@edfenergy.com or write to Customer Services Director at the address above.

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

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 **0800 096 9000** or going to [edfenergy.com/tariff-info](https://www.edfenergy.com/tariff-info)

Charges

Your prices are set out in your Tariff Information Label. These prices are variable and can be changed at any time on 30 days notice. You can end this contract at any time by giving us notice. There are no exit fees.

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](https://www.edfenergy.com/directdebitrules), and form part of these key terms.

We review your Direct Debit at least once every twelve months (your 'annual review'). We might review your amount sooner if we receive a meter reading or you request it, but this isn't guaranteed. Unless we decide that it's necessary to do so, we won't review your amount if you make additional 'one-off' payments to us and we'll only take those into account when we carry out your annual 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 and/or charges. You'll get at least 7 working days notice of this. If we make any other change 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 outstanding 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 OFTEN WE REVIEW YOUR MONTHLY PAYMENT

We'll look at the amount you pay for your Direct Debit within 15 months of it being set up, and then on each anniversary of that date. This is known as your 'annual Direct Debit review date'. We might review it before your annual Direct Debit review date, 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 review the amount you pay if you make any additional 'one-off' payments to us. We'll only take these payments into account when we carry out your annual review.

WHY YOUR DIRECT DEBIT AMOUNT MIGHT CHANGE

After we've completed the review, if your Direct Debit needs to increase or decrease by more than 5%, to cover your estimated annual energy cost, we'll let you know and make the necessary changes. We do this so that your payments don't change too often. This percentage may change from time to time, but you'll always be able to find the latest details at [edfenergy.com/directdebit](https://www.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 debt we'll usually update your monthly payment amount to split the outstanding balance 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 in advance.

IF YOU WANT TO PAY YOUR AMOUNT IN FULL

DIRECT DEBIT WHOLE AMOUNT MONTHLY/QUARTERLY

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 requested we'll use this to send you a bill for the amount we'll collect from your account for that month/quarter. 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 is calculated by working out 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 receive an annual statement showing how much energy you've used over the year – and how much you've paid.
- You can provide us with 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.

THE LEGAL BIT...



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;

we don't have the information needed despite taking reasonable steps to get it; or

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' – the transferring of responsibility for supplying energy to your premises from another supplier to us, so we can become the registered supplier.

'we', 'us', 'our' – EDF Energy Customers plc, registered office: 40 Grosvenor Place, London, SW1X 7EN, company number 02228297 (trading as EDF Energy).

1. INTRODUCTION

- 1.1 This is a contract for us to supply energy to you. By entering into it you agree to keep to its terms. Please read it carefully so you understand your responsibilities. The standards 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, or any person we tell you about, safe, full, free and unrestricted access to your premises and all metering equipment and other fittings used in connection with supplying your premises. If obstructions prevent access, you must remove them and pay any costs involved. We may also charge you if you don't let us know at least 48 hours beforehand if access won't be available at the time of a booked appointment.
- 2.2 You are responsible for all pipes, equipment, wires and cables, and all other fittings used in connection with supplying energy on your side of the meter and their maintenance and safe condition. (Your side of the meter starts at the point energy leaves your meter after the meter has measured it, and includes your home wiring). Any energy losses that happen on your side of the meter are your responsibility. If you ask for a meter inspection at your premises, we may charge you.
- 2.3 You must make sure that your premises have a suitable meter installed that meets relevant industry standards for safety, accuracy and reliability and which is capable of providing all the information we need to provide and measure energy in line with the type of tariff you have chosen. If the premises do not have a satisfactory meter installed or the meter is not in a suitable place, we may replace, reposition or re programme it (for which we may charge you) or we may change your tariff to one that we consider appropriate (which may affect your prices). We will not be responsible for any fault relating to metering equipment we do not own or that has not been provided on our behalf. You should call us if you are not sure if your metering equipment is appropriate.
- 2.4 If you have a 'smart meter' that we can read without coming to your premises, you agree that:
 - (a) it and the in-home display unit must not be removed from the premises without our permission;

(b) we may use it to remotely monitor the energy you use;

(c) we may remotely repair and update it, switch it from credit to prepayment or disconnect your supply (or both) and;

(d) we may use information from it to work out your bill, offer you appropriate tariffs and other products (including via any associated in-home display device) and for any other purposes in line with the information policy.

- 2.5 You must make sure that all metering equipment is not damaged, stolen or lost and is kept in safe condition. You must tell us immediately if there is any damage or fault to the metering equipment. We may recover any costs we have to pay for replacing or repairing the metering equipment (including any call-out charges), unless the loss or damage is caused by something we have done or failed to do.
- 2.6 If your contract ends, we may recover any metering equipment we provide to you and you will give us all access we need to do this.

3. ENERGY PRICE, TARIFF FEATURES AND CHARGES

- 3.1 You agree to pay all charges due under this contract which are not genuinely disputed, even where charges are based on an estimate of your energy use.
- 3.2 We may at any time (except if you are supplied through a prepayment meter or if it is otherwise not reasonable), ask you for a reasonable deposit (or other form of security) towards the charges (a 'security deposit'). If you don't provide this, we may give you notice to end this contract in line with clause 7. If we decide a security deposit is no longer needed we may use it to pay off any debt you owe us.
- 3.3 We can charge you any reasonable costs and expenses we have to pay in carrying out our responsibilities to you. This includes any reasonable costs connected with distributors' services, recovering money you owe, and disconnecting or replacing any metering equipment.
- 3.4 You can ask for up-to-date information on our tariffs and charges which apply, and any other charges we might make for other services. Please phone 0800 096 9000 or visit edfenergy.com/additionalcharges

ENERGY PRICES

- 3.5 The charges for your tariff are set out in your Tariff Information Label which you should have received as part of your contract letter. The charges which apply to you depend on your supply area, the type of your meter, payment method and the structure of your tariff.

4. CHANGES TO TERMS

- 4.1 If you choose to switch to another tariff, we can extend your current tariff until your transfer to your new tariff takes place (a 'tariff extension'). We won't apply a tariff extension if you have outstanding charges of 28 days or more on your energy account. If you try to change supplier but have outstanding charges on your energy account, we may contact your new supplier to tell them that we plan to prevent the transfer until you pay off

what you owe. If you pay those outstanding charges within 30 working days of our notice objecting to your transfer, you can transfer supplier and we won't apply the change during the transfer period.

OUR RIGHT TO CHANGE TERMS

- 4.2 We are allowed to change all terms of supply at any time. Any changes will apply from the date we publish them on our website. However if the change puts you at a disadvantage, we'll give you at least 30 days' written notice (a 'variation notice') unless clause 4.5 applies.
- 4.3 If you don't accept a change to your terms, to prevent us from enforcing it, no later than 20 working days after it is intended to take effect you must either enter a new contract:
 - (a) with us for a different product which does not include this term; or
 - (b) with another supplier who formally lets us know that they will become your registered supplier within a reasonable period of time. In all other cases the change will take effect on the date we have given.
- 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 let your new supplier know that we plan to prevent you from transferring until you have paid what you owe. However, if you pay those outstanding charges within 30 working days of our notice objecting to your transfer, you can transfer and we will not apply the change during the transfer period.

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

- 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 you 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 scheme', which has different prices and terms and conditions. These are available at www.edfenergy.com/dt. If this happens, or if we change your contract under clause 4.5, you will no longer benefit from features such as our Price Promise, any fixed-price period, or any guarantee that your energy comes from any 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) Meter type – 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) Home move – if you move home and the payment method and meter type at your new home support your 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 apply to become the registered supplier for those fuels.

- 4.8 To do any of the above you need to ask us. If you do, the changes will apply once we have processed your request. Your charges may change as a result, and you agree to this. You may also 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.

TARIFF END

- 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 inform you, and you can then:

(a) switch to one of our other tariffs, provided your new tariff is already available or becomes 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 period, we'll let you stay on your Standard (Variable) tariff prices until your switch goes through; or

(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 meter type and 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 you owe us. 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 household 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 accurate, we may 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 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. You must pay 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 apply it towards whichever debt and in whichever proportions we consider appropriate.

DIRECT DEBITS

- 6.6 If you want to pay for your energy by a fixed Direct Debit, we first need to agree the initial fixed amount to cover your yearly energy costs. We'll review this amount within 15 months of the Direct Debit first being set up, and then on every anniversary of that date (the 'annual DD review date'). We may carry out a review before your annual DD review date (for example, if we receive a meter reading), but this isn't guaranteed. Unless we decide that it is necessary to do so, we won't review your Direct Debit payment amount if you make additional "one-off" payments to us, and won't necessarily take these payments into account when we do carry out reviews.
- 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 DD 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, your account is in credit we'll refund the amount you are in credit by once you've given us your own meter reading.

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 these 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 www.edfenergy.com/directdebit).

- 6.9 Apart from where you or we change the way you pay our charges under clause 4.3 or 4.5, if you choose to pay by Direct Debit, you must continue to use that payment method to pay the charges. If you fail to do so we will write to you, explaining what has happened and giving you a date by when to re-start your Direct Debit. If you don't do so by this time then we reserve the right to move you onto the cash/cheque prices for your current tariff. You can find the current cash/cheque prices for your current tariff by viewing the relevant tariff information label at edfenergy.com/til, or by calling us.

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 our 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 3.3). If this means we fit a prepayment meter, clause 2 will apply, and you may be responsible for the costs, which we'll tell you about at the time.
- 6.12 We have the right to charge you interest if you are late paying any debt you owe us. This will be at a yearly rate of 8% above the Bank of England bank lending rate at the relevant time.
- 6.13 If your contract ends and you do not pay the charges due under the contract within 28 days of it ending, we may transfer to your new supplier the right to recover those charges from you (within certain limits set out in our licence). Equally, in line with the same limits, when your contract begins, your previous supplier may grant us the right to recover any unpaid charges from your contract with them. In these circumstances, you agree that we can collect from you the amount you owe, plus reasonable costs.

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 are your registered supplier. If we continue to be your registered supplier after you try to 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 dual fuel to electricity only) you may do so if:

(a) another supplier becomes your registered supplier for that fuel; or

(b) your new premises do not receive a supply of that fuel (for example, if it is not connected to the distributor's system) and you do not arrange 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 not, you'll still be legally responsible for 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 already the 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 written notice except if we are 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 breach 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 any 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 balance on your account.

(i) Ofgem issues a direction to another supplier requiring it to take over the supply to your premises, including in circumstances where Ofgem has decided that an event has occurred, or situation has arisen, which means it is allowed to revoke our supply licence; and has revoked our supply licence.

- 7.7 If we're entitled to prevent energy being supplied to you under the contract (including disconnecting your premises) you agree to let us (and our agents) 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 or to continue after the date it ended.
- 7.9 If you are responsible for paying Green Deal charges, your responsibility continues after this contract ends and your new supplier will collect your Green Deal charges when they take over your supply.

8. LIMITS 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 person (however this is caused).
- 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 us 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 priority 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.
- 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 stop us from doing so in the future.
- 9.4 We may monitor and record calls that you or we make in relation to customer services and telemarketing, to help us improve quality.
- 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 explicitly stated to be 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 our 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, and initial 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 this basis you no longer wish to receive such 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 for the service between you and us.
- 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 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 (8am to 5pm, Monday to Friday) call 0800 051 1643 or 0113 820 7292 (from a mobile) or email complaintresolutionmanager@edfenergy.com or write to: Complaint Resolution Manager at Freepost RRYZ-BGYG-JCXR, 334 Outland Road, Plymouth, PL3 5TU. If you're still unhappy, you can email our Customer Services Director Executive team at CSDirector@edfenergy.com or write to: Customer Services Director, EDF Energy, Freepost RRYZ-BGYG-JCXR, 334 Outland Road, Plymouth, PL3 5TU.
- 10.2 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 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; or
- (c) any other relevant action.

Citizens Advice Bureau – Consumer Services also provide impartial advice. You can find our full procedure for handling complaints and information on visiting us is available at edfenergy.com/makingacomplaint

- 10.3 You can get guidance on your consumer rights from Consumer Advice, whose advice is prepared by the 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 Agents and Redress Act 2007, you can find a copy on their website at ncc.org.uk

11. NATIONAL TERMS OF CONNECTION – ELECTRICITY

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 Horseferry Road, London, SW1P 2AF. Or, you can phone 020 7706 5137 or see the website at connectionterms.co.uk

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 declared alternating voltage, with a permitted 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 a permitted 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 nominal variation of plus or minus 1%.

13. INFORMATION POLICY

1. We respect your privacy and this information policy explains how we will use your information 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.
2. You agree to promptly give us, free of charge, any

information we need to do the following.

(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.

(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 plan and organisations including the Secretary of State for Energy and Climate Change, regulators and other law-enforcement bodies).

(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 fraud, 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 industry initiatives (for example, 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 on a half-hourly basis and your purchasing information) so we can use it to provide offers or advice to you.

(e) To keep to all relevant laws.

3. 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.
4. 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 2pm 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.

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**.

E7

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**.

Calls to 0800 numbers are free from BT landlines, other network operators may charge.

edfenergy.com

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