SIMPLY FIXED

Thanks for choosing Simply Fixed. As this tariff comes with online account management, we’ll need you to give us your current email address and remain on paperless billing.

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 0333 200 5100 or going to edfenergy.com/tariff-info.

CHARGES

Your prices are set out in your Tariff Information Label. These won’t change until the date your Simply Fixed tariff ends.

If you don’t pay in line with your payment method 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. You are ultimately responsible for payments for any charges incurred in accordance with these terms.

EXIT FEES

You can end this contract at any time by giving us notice, however if you end this contract more than three months before the tariff end date, you will be charged a £35 exit fee for each fuel. You won’t be charged an exit fee if you change after this date or if the reason you’re ending this contract is because you’re moving home.

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.

REVIEWSING 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 or when you change your tariff, but at each review we will take account of one-off payments you have made and changes to your tariff rate.

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/directdebitrules

PAY AS YOU GO PAYMENT METHOD

Pay as you go is a quick and easy way to pay for your energy and the smart way to budget and keep track of your energy and is exclusive to customers with a smart meter. Pay on the app, online, in-store or over the phone. If you choose pay as you go as your payment method, this will operate in accordance with our Pay As You Go Explained leaflet, which is available at edfenergy.com/paygpolicy or to request a copy contact us on 0333 009 7000. Pay as you go contains additional functionality including auto top up and low balance alert.

For more information on how these functions work please visit edfenergy.com/paygpolicy.
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.

**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 4.3 and 4.4 for details.

**distributors** – the companies licensed to deliver energy to your premises.

- ‘end date’ – the date your Simply Fixed tariff ends, which is shown in your Tariff Information Label.
- ‘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
  - 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.
- ‘payment method’ – payment by either direct debit, cash or cheque, pay as you go or any other method we determine.
- ‘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.

- ‘your Simply Fixed tariff’ – the Simply Fixed tariff.

**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 0333 200 5117 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 to enter into a new contract with us. Any supply made during any period where there is no contract between us will be deemed by us to be supplied under the terms of our ‘Simply Fixed’ 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;
- (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 change your ‘supply start date’ 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 reprogramme 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 equipment mounted on it 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);
  - (d) we may use information from it to work our 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; and
  - (e) from time to time the information from your smart meter may not correctly reflect the energy you have used. In such circumstances, we reserve the right to apply the correct charges which will be applied to your smart meter or reflected in a separate bill.

2.5 You must make sure that all metering equipment is not damaged, stolen or lost and is kept in a 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 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 have installed on your meter and you will give us all the access we need to do this.

**3. Energy price, tariff features and changes**

3.1 You can end this contract at any time by giving us notice, however if you end this contract three or more months before it is due to end you will be charged a £35 exit fee for each fuel. You won’t be charged an exit fee if you change after this date or if the reason you’re ending this contract is because you’re moving home.

- 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 0333 200 5108. You’ll also be able to pay the revised amount of the bill straightaway.

3.2 We may end this contract 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) or give you notice to end your ‘Simply Fixed’ contract. 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 anything we spend on settling disputes with distributors’ services, recovering money you owe, and disconnecting, reconnecting or replacing any metering equipment.

3.4 You can ask for up-to-date information on our tariffs and charges for any contract. We can make changes to other charges we might make for other services. Please phone 0333 200 5100 or visit edfenergy.com/edfadditions.

**Energy prices**

3.5 The charges for your Simply Fixed 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.

3.6 Except for a change in law, regulation, tax or duty which affects us in a way that is beyond our reasonable control, or the introduction of a new tax, duty or charge which we have to or allowed to recover from you through your energy bill (or bills), the prices and terms and conditions for your Simply Fixed tariff will not change until the end date.

3.7 If you’re already an EDF customer and are changing your tariff, you won’t receive the benefits of your new tariff (for example its prices) until we process the change. We’ll write to you to confirm when this will happen.

3.8 The Simply Fixed tariff is only available if you have a standard credit meter. Economy 7 credit meter, a non standard meter or a complex credit meter for the energy you want us to supply under this contract. If you have a different meter, we may need to supply you on a different tariff, which is likely to have different prices and features. If we find this is the case, you agree that we may supply you on whichever of our other tariffs we believe is most suitable for you. We will write to you to let you know if this happens.

**4. Changes to terms**

4.1 If you choose to switch to another tariff, we can extend your current Simply Fixed tariff prices 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 20 working days of our notice objection to your transfer, your 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, as long as the change is not to your disadvantage. Any changes will apply from the date we publish them on our website. If you don’t pay as agreed, your charges may change.

4.3 If you have a debt which is still not paid after 28 days or if you fail to keep to any payment method we agree with you, we may apply one of the steps set out in clause 7 (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 when the charges take place (a ‘tariff extension’). If you don’t pay as agreed, your charges may change.

4.4 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 edfenergy.com. If you choose our ‘deemed contract scheme’, under clause 4.3, you will no longer benefit from features such as our Price Promise, any fixed-price period, or any contract scheme, which has different prices and terms.

4.5 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.

(c) Moving home – 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.

4.6 To do any of the above you need to ask us. If you do not need to ask us, you can only change your current meter or payment method at the end date on your bill. We will give you at least a month’s notice of any changes, and you will have the right to whom you want to apply for new metering or payment method.

5. Billing

5.1 We will give you a bill or statement at least once a year, but it may be less frequent if we are in agreement. We may or in line with your agreed payment method and communication preferences. We will charge you for your energy usage based on the amount of energy we reasonably consider that you have consumed (or which we estimate you have consumed in accordance with paragraph 5.2 below) for the period covered by your bill, up to a maximum period of twelve months except where the charges relate to circumstances where:

a) we have previously taken steps to recover payment for charges which are older than this, or

b) we have not taken action to recover such older charges because of any act or omission on your part, or

c) any other circumstance applies which our regulator considers that we may seek to recover charges relating to consumption that is older than twelve months.

5.1A Because we are only permitted to bill you for energy in accordance with clause 5.1A above for the first time at any time when we receive accurate and up to date information about your energy use at least once per year, and so you must:

(a) allow any meter reader or other EDF representative free and unimpeded access to read your electricity and/or gas meter, at least once per year (provided that we may choose not to schedule visits this frequently),

(b) inform us if your meter is not working, allowing us to use it to take regular meter readings from you;

(c) tell us if you have moved into a new premises and are taking a supply from us;

(d) inform us if you have changed to pay us;

(e) letting us know if you are not receiving bills at least once a year;

(f) telling us if you think there is a problem with your meter;

(g) if you have a prepayment meter, making sure you only use the key or card we have issued to you to top it up;

(h) if you are not able to take any of the steps set out above, contacting us to agree alternative arrangements and then complying with those.

Where you have opted for electronic communications from us, we will electronically communicate any changes to you.

5.2 We have the right to unilaterally change your tariff if we don’t have all the information we need including the energy you have used during any period) to work out the changes 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 will 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 after 28 days, or if you fail to keep to any payment method we agree with you, we will give you at least two working days’ 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;

(c) for any credit you have on your account.

6.4 If you are being supplied at premises where Green Deal charges apply, we will collect these from your bill or statement. You must pay Green Deal charges using the same 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 it towards whatever 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 a Direct Debit Instruction with you. You need to pay at first to cover your yearly energy costs. We’ll then review this amount every 12 months. We might carry out more frequent reviews if we need to.

Unless we decide that it’s necessary to do so, we won’t alter your Direct Debit at the point you make any extra ‘one-off’ payments or when you change your tariff, but at each review we will tell you if the amount of one-off payments you have made and any changes to your tariff rate.

6.7 Whenever we review your Direct Debit, we’ll estimate the cost of the energy you will use (your ‘estimated annual energy cost’) for 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 annual energy 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 or in debit, we’ll usually update your monthly payment amount to spread the balance across the following 12 payments. If your account with us is in debt by more than your ‘deemed 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 deemed debt amount, together with more information on paying by Direct Debit, on our website at edfenergy.com/directdebts).

6.9 Apart from where you or we change the way you pay, we’ll do our best to keep your Direct Debit payments consistent. However, if you are late paying, we may take a charge up to a maximum of £25.

6.10 If we agree a payment method 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, in which case we’ll tell you about this.

6.12 We have the right to charge you if you are late paying any debt you owe us. This will be at a yearly rate of 8% above the Bank of England lending rate at the 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 limits at the time (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 at the time (in our licence). We agree that we will 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 be responsible for paying our charges for the period for which we are your registered supplier. If you continue to be your registered supplier after you try to end this contract, unless we agree a different contract, you will move onto our deemed contract scheme.

7.2 If you use your right under clause 4.5(c) and want to stop paying one of the fuels we supply (for example, you go from dual fuel to electricity only), you may do so:

(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 your new premises 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 4.5(c), if you change premises you may do so at any time. Unless we agree, you can end this contract. If not, you’ll still be legally responsible for the charges at the original premises.

7.4 If you receive written notice of your contract, you will have two working days to cancel the contract.

7.5 If you use your right under clause 4.5(c) and we are not the registered supplier for your new premises, our responsibilities to you under this contract will be suspended from the date your new premises are connected to the network until the date we become the registered supplier of your new premises. The contract will stay in place while it is suspended, allowing us to recover any debt you owe under it for billing relating to energy used at your old premises up until a new tenant takes over that responsibility.

7.6 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 notice.

7.7 We are entitled to end this contract immediately in any of the following circumstances.
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 or damage to any 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 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 stop us from doing so 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 0333 200 5100 (or 0333 200 5110 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 to 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.

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 licence 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 part or in the rest of the contract will continue to apply as normal.

9.11 The laws of England apply to each contract with you. If any term of this contract is found not to be valid or cannot be enforced in part or in the rest of the contract will continue to apply as normal.

9.12 The laws of England apply to each contract with us and any disputes relating to your contract and all non-contractual disputes between us relating 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 call 0333 200 5101 or email complaintsresolution@edfenergy.com or write to: FREEPOST EDF ENERGY – COMPLAINTS RESOLUTION.

10.2 If, after eight weeks, you’re still not satisfied with the way we’ve handled your complaint, you can phone the Ombudsman Services: Energy on 0330 440 1624 (9am to 5pm Monday to Friday). Or, you can email them at enquiry@ombudsman-services.org or visit ombudsman-services.org/energy. The Ombudsman is free, independent. If the Ombudsman finds we have not acted correctly, they will make recommendations on how we can put this right. This might include: (a) an apology or explanation; (b) compensation; or (c) any other relevant action.

11. National Terms of Connection

11.1 Your supplier is acting on behalf of your 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 sets out rights and duties in relation to the connection at which your network operator delivers electricity to, or accepts electricity from, your home or business. In the case of some non-domestic sites, as further described in the NTC, the NTC provide for the continuing application of site-specific connection terms agreed with a previous owner or occupier of the site. Your network operator will be able to tell you whether or not site-specific connection terms exist. If you want to know the identity of your network operator, or want a copy of the NTC or have any questions about it, please write to: Energy Networks Association, 1st Floor, 4 More London Riverside, London, SE1 2AU. phone 0207 706 5137, or see the website at www.connectionterms.co.uk.

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

11.3 Supply characteristics – electricity

As required by law, the electricity delivered to your premises through the network is supplied: (a) if you have a single-phase supply, normally at 230 volts 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 any time of the above voltages at a frequency of 50 hertz, with a permitted nominal variation of plus or minus 1%.