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 energy prices and the date your tariff ends are set out in your Tariff Information Label. These won’t change until the date your Energy+Heating Control tariff ends or your payment type changes. You can end this contract at any time by giving us notice. However, you may need to pay an exit fee of £100 per fuel if this contract is ended more than three months before its end date – either by us in accordance with these terms, or by you leaving the tariff, changing supplier or moving home without taking the tariff with you.

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 day’s 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.

DIRECT DEBIT AND PAYMENT METHOD
If you want to pay for your energy by Direct Debit, we need to agree the fixed amount 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, but this isn’t guaranteed. 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 take account of one-off payments you have made and changes to your tariff rate.

We review your Direct Debit payments in line with our Direct Debit rules, which form part of these terms. You can find them at edfenergy.com/directdebitrules.

DIRECT DEBIT
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 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/directdebit.

HOW ANY DEBIT OR CREDIT IS BALANCED OUT
Once we’ve completed your review, if we have an up to date meter reading and we find your account is in credit or in debit, we’ll usually update your monthly payment amount to spread the balance across the following 12 payments. In exceptional circumstances we may collect the full debit amount you owe from your bank account. In these cases we’ll try to get in touch at least 12 working days beforehand.

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

PAY AS YOU GO RULES
Pay as you go is a quick and easy way to pay for your energy and the smart way to budget and keep track of your energy and is exclusive to customers with a smart meter. Pay on the app, online, in-store or over the phone. If you choose pay as you go for your payment method, this will operate in accordance with our ‘Pay As You Go Explained’ leaflet, which is available at edfenergy.com/paygo 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/paygo.
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 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, 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 in our Tariff for Domestic and Electric 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 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 charge you if you don’t let us know at least 48 hours beforehand if we’re not able to 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 in-home display unit, any device that happens to be on your side of the meter and 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 with equipment 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 and the charge you or we may charge 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 request. You may ask us to call 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); (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; 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 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 provided to you and you will give us all the 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 if the charges are based on estimations of your energy use.

3.2 The HeatSmart® thermostat will be installed by Homeserve, a partner working with EDF. The appointment times to install the HeatSmart® thermostat are Monday–Friday 9am to 5pm. No other appointment times will be offered.

3.3 You will be asked to agree to Homeserve terms and conditions of installation when booking your installation appointment of the thermostat.

3.4 Theink® and OneNetatmo® Netatmo Thermostat delivery and installation of the thermostat offer is only valid for one installation and one HeatSmart® thermostat. No other subsequent installations will be offered. If your heating control tariff is found to be faulty either on receipt of delivery or during installation, a replacement will be offered.

3.5 If you have more than one heating zone you will require a HeatSmart® thermostat for each heating zone. Should you require more than one HeatSmart® thermostat this must purchased at your own cost.

3.6 A customer or household who has signed up to be supplied by EDF or any other provider through a supply licence will be provided with one All-New Amazon Echo Dot® and one Heatsmart® Unique link to book the delivery and installation of their HeatSmart® thermostat. No further All-New Amazon Echo Dot or Heatsmart® unique link will be issued to that customer or that household in the event of agreeing to a further contract on Energy+Heating Control tariff after cancelling or being supplied on another tariff from EDF or another supplier.

3.7 You agree to have both your gas and electricity on this tariff, and pay for your energy by Direct Debit or Cash Cheque. You can end this contract at any time by giving us notice. However you may need to pay an exit fee of £100 per fuel if this contract is ended more than three months before its end date – either by us in accordance with these terms, or by you leaving the tariff, in which case we will supply your home without taking the tariff with you. A one off £20 discount code will be sent to you within 14 days of you agreeing and meeting the eligibility criteria for the Energy+Heating Control tariff. The £20 discount code can be used in our online Smart Home Store and will be valid until 1st July 2019. All New-Alexa Echo Dot will be sent to you within 40 days of your supply start date for both fuels. We’ll also send you an email containing a unique code and link which enables you to book your HeatSmart® delivery and installation appointment. If you haven’t received these within 10 days of your supply start date, please contact 0333 200 5100. For your All-New Amazon Echo Dot you’ll need (or sign up to) Amazon account terms and conditions of use. Only one All-New Amazon Echo Dot and one HeatSmart®unique code will be provided to a household and/or customer and the unique code has a 6 month expiry period from date of issue. To ensure you can enjoy the benefits of both devices, you must: • For Heatsmart®, a compatible boiler and central heating system – either gas, oil, LPG or a heat pump • Setting controls with a programmer and/or a thermostat which allows you to regulate the temperature in your home and/or to control the timing of your heating system. • Wireless broadband router and good Wi-Fi coverage across your home. • A smartphone, tablet, PC or laptop with Android or Apple iOS (Windows and Blackberry phones are not compatible) • Permission from your landlord if you’re renting • Your home is in mainland UK (installation and delivery of the HeatSmart® is not available in HS, KW, ZE, IM, GY, JE postcodes and the Scottish islands)

3.8 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 pay your security deposit within 14 days under clause 7. If we decide a security deposit is no longer needed, we may use it to pay off any debt you owe us.

3.9 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 reconnecting, reconnecting or replacing any metering equipment.
3.10 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 0333 200 5100 or visit edfenergy.com/additionalcharges.

Energy prices
3.11 The charges for your Energy+Heating Control tariff are set out in your Tariff Information Label which you should receive with 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.

3.12 Except for a change in law, regulation, tax or duty which affects how we work beyond our reasonable control, or the introduction of a new tax, duty or charge which we have to allow to recover from you through your energy bill (or bills), the prices are terms and conditions for your Energy+Heating Control tariff will not change until the end date.

3.13 If you’re already an EDF customer and are changing terms and 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.

3.14 The Energy+Heating Control tariff is only available if you have a standard credit meter, Economy 7 credit meter or any non STD complex credit meter for the energy you want us to supply under this contract. If you have a different type of 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.

Low-carbon electricity
3.15 At the end of each fuel mix reporting year we’ll make sure we’ve bought enough low-carbon nuclear electricity to match the total volume of electricity supplied to all of our customers on the Energy+Heating Control tariff. A fuel mix reporting year begins on 1 April and ends on 31 March the following year.

4. Changes to terms
4.1 If you choose to switch to another tariff, we can extend your current Energy+Heating Control 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 charges for 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 the 30 working days of our notice objection 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, 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 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 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 several working days’ notice, explaining what changes will be made and why.

4.4 If you or we end this contract and we continue to be your registered supplier, you may move to our deemed cost compensation scheme, 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 4.3, you will no longer benefit from any Green Deal free installation offer, any Price Promise, any fixed-price period, or any guarantee that your energy comes from any particular type of generation.

Your right to change terms
4.5 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 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 associated with 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, 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.

Ending a tariff
4.7 In advance of the tariff end date we’ll write to remind you that your Energy+Heating Control tariff is ending. You can then:
(a) switch to one of our other tariffs, as long as 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 Energy+Heating Control tariff prices until your switch takes place)
(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 Energy+Heating Control 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 most appropriate standard variable or fixed tariff that we have on offer at the time based on your current type of meter and payment method. We’ll include the prices for this new 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 method and meter readings practices. 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 line 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 put in place trigger events to recover payment for charges which are older than this,
(b) we have not taken action to recover such older charges because of any act or omission on your part,
(c) any other circumstance applies which our regulator confirms 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 5.1, it is very important that 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 these visits for the reasons specified in para 5.1 below) on your home; or
(b) if you have a smart meter, 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) make sure you have arranged to pay us;
(e) let us know if you are not receiving bills at least once a year;
(f) tell 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, or this is a requirement of the product you have selected, it is your responsibility to regularly check your email as we may send you an email or text message to your mobile phone. Where we are unable to contact you by this means, we may send a letter to your home address or to an address we have on file.

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 due date) using the payment method we have agreed with you.

6.2 If you have a debt which is not paid after 28 days or if you fail to keep to any payment method we agree with you, we will treat this as you giving us notice to end your contract with us under clause 7.1. In this case, we may change your tariff prices until your transfer to your new tariff); or remind you that your Energy+Heating Control tariff is ending.

6.3 We have the right to take 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 accounts you have with us to pay off any debt you owe us or our group companies.

6.4 If you are being supplied with 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 put it 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 fixed amount 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, but this isn’t guaranteed. 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. We may agree to change your tariff, but at each review we will take account 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’) up to the date of the next annual Direct Debit review date. This will be based on our past energy costs, and your previous Direct Debit 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 as described above. 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 energy tariff changes, 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 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 specific debt information on our website at edfenergy.com/directdebit).

6.9 Apart from where we are in breach of clause 5.1(b) and you are not responsible for the charges at the original premises due under this contract or you have settled any debt you owe us, we will take the money you owe us from your bank account at least 10 days before it’s due to be paid.

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 3.1). To pay by Direct Debit, a prepayment meter, clause 2 will apply, and you may be responsible for the logistics, which will tell you about the time.

6.12 We have the right to change your agreement if you are late paying any debt you owe us. This will be at a yearly rate of about 1% 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 ask us 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 7.3. If you do this, we will stop supplying you for 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, we will move onto our deemed contract scheme.

7.2 If you use your right under clause 4.5(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 of your new premises; or

(b) giving us notice as set out in clause 7.3. If you do this, we will stop supplying you for 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, we will move onto our deemed contract scheme.

7.3 Unless you use your right under clause 4.5(c), if you change your registered supplier or change your payment method, we reserve the right to charge you a fee of up to £100 per fuel (for example, if your new supplier 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.

7.4 If you use your right under clause 4.5(c) and we are not the already registered supplier for your new premises, our responsibilities to you under this contract will remain with us until the date you have left 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 for 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 cancel the contract immediately in any of the following circumstances.

(a) You do not keep to 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 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 4.5. 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 we are not able 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 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 the contract after it has 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 from you.

7.10 You can end this contract at any time by giving us notice however you may need to pay an exit fee of £100 per fuel if this contract is ended more than three months before its end date – either by us in accordance with these terms, or by you leaving the tariff, changing supplier or moving home without taking the tariff with you.

8. Limits to our legal responsibilities

8.1 We are only legally responsible to you as set out in these terms and conditions and to any other relevant action.

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 or damage or 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 accepting the contract.

8.4 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).

8.5 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 happened).

8.6 Nothing in these terms will exclude our legal responsibility for death or personal injury caused by negligence or any legal responsibility resulting from us failing to carry out our legal duty under Part 1 of the Consumer Rights Act 2015 or for fraud.

8.7 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 can’t 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 make to us 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 at the time. You may communicate any general notices to us in writing to the address shown on your contract, by email to complaints@edfenergy.com or by phone on 0333 200 5100 (or by the 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 relevant tier 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 will be provided to you electronically through our MyAccount service, or if appropriate by email. These could include notices relating to: price changes, information about tariffs ending, 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 want to receive this communication electronically, and instead receive them by post, you can contact our Customer Services team on 0333 200 5100 to do so or change your account settings.

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 the terms 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 other 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; we are legally dispositive under each contract and all non-contractual disputes which relate to the services may only be heard in the English courts.

10. Making a complaint

10.1 If we’ve let you down in any way, we want to put it right quickly. It’s always best to get in touch with us first on 0333 200 5100 (Monday to Friday from 8am to 8pm and Saturday 8am to 2pm) email customer_correspondence@edfenergy.com or write to FREEPOST EDF ENERGY - PLYMOUTH. Details of our complaint handling procedure can be obtained at edfenergy.com/makingacomplaint. If you’re not satisfied with the way we’ve handled things, then contacting us there are other options you can take. You can contact the Complaints Resolution Team by calling 0333 200 5101 (8am to 5pm, Monday to Friday), 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 Service on 0345 124 1624 (9am to 5pm Monday to Friday). Or, you can email them at enquiry@ombudsman-services.org.uk or visit ombudsman-services.org.uk/energy. The Ombudsman is free, independent and impartial. If the Ombudsman has 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.
They may investigate your complaint if you are a residential or microbusiness customer and if you have received a deadlock letter from us or if you are unhappy with the handling of your complaint and eight weeks have passed since you first made the complaint to us.

10.3 Contact Citizens Advice if you need help with an energy problem - for example with your bills or meters, or if you’re struggling to pay for the energy you use. They’re the official source of free and independent energy advice and support.

Go to citizensadvice.org.uk/energy or call them on 0808 223 1133. Calls are charged at your normal rate.

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 is a legal agreement. It sets out rights and duties in relation to the connection at which your network operator delivers electricity to, or accepts electricity from, your home or business. In the case of some non-domestic sites, as further described in the NTC, the NTC provide for the continuing application of site-specific connection terms agreed with a previous owner or occupier of the site. Your network operator will be able to tell you whether or not 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 shipper in order 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 on any compensation payment due to you as soon as possible after we receive the payments from the gas shipper.

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 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 nominal variation of plus or minus 1%.

13. Information policy

13.1 We respect your privacy and are committed to providing you with a clear understanding of how we use your data. To find out about the ways in which we protect and use your data, please visit our Privacy Notice and Policy at edfenergy.com/yourprivacy.

If you’d like a hard copy of the privacy policy you can contact us on 0333 200 5100 and we’ll post it to you.

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† For the promotional code to be valid, a product must be added to your basket at the EDF Smart Home Store and the promotional code entered when you complete your payment details. • Offer code is for one time use • Orders must be made by 23:59 on 1st July 2019 • No cash alternative is available • All offers are subject to stock availability and can be removed at any time • Offer not available in conjunction with other offers.
^ The HeatSmart® thermostat comes with a two year warranty and there’s an installation warranty of one year. When ordering your HeatSmart® you will need to agree to HomeServe T&Cs for the installation of the thermostat. You will contact and book a convenient time for HomeServe to carry out the installation, using qualified installers. HeatSmart® is a registered trademark of EDF Energy plc. If you have any problems with your HeatSmart® - either with the Netatmo Thermostat or with your installation, please contact HomeServe on 0800 953 3080.
edfenergy.com

Calls to UK wide numbers are included in any inclusive call plan you may have. If you don’t have an inclusive call plan, calls are charged at a national rate. Please check with your service provider if you’re unsure.

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