IMPORTANT INFORMATION (KEY TERMS)
We've summarised 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. Check our website for further information 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 through our Chat team by visiting edfenergy.com/myaccount 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 Easy Online 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 £15 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 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 any charges incurred in accordance with these terms.

DIRECT DEBIT PAYMENT METHOD
As you 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

PAY AS YOU GO
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. 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

SIGNING UP FOR THIS TARIFF MEANS YOU AGREE TO:
- Manage your account entirely online – you won’t have access to our call centre, but our online Chat advisers and Help Centre are available 24/7
- Provide a valid email address and register for MyAccount – if you prefer phone support, this tariff isn’t for you
- Receive your bills, account information and updates electronically – paper communication isn’t an option with this tariff
- That if you do not have a smart meter you agree to have one fitted, or, if you decide you don’t want one installed, you can opt out by letting us know
- Have both your electricity and gas supplied by EDF (or electricity only if you don’t have a mains gas supply to your property).

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.

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.

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.
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.

’distributor’— the companies licensed to deliver energy to your premises.

‘end date’— the date your Easy Online 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 Conditions 14A.2.2 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.

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

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

‘payment method’— payment by either direct debit, cash or cheque, pay as you go or any other method we determine.

‘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 meter 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.


‘Easy Online tariff’— the tariff that you’ve agreed to be supplied on.

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 Conduct. You, the ‘consumer’ and, where applicable, your ‘representative’. If you’re not the consumer, you must ensure that the consumer is aware of these terms. We’ll be the company you deal with on a day-to-day basis.

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 our live chat team by visiting edfenergy.com/myaccount.

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 in place 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 transfer your electricity. 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.2.2 of our gas or electricity supply licence (known as the ‘exceptions’) applies (in which case we’ll contact you to deal with the issue as soon as possible).

2. Access

2.1 You agree to give us, our contractors or any person we tell you about, full, free and unencumbered 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. 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 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 or maintained by you. If you ask us to supply a ‘smart’ meter, we may charge you if you don’t have a mains gas supply to your premises.

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 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 have provided to you and you will give us, our contractors or any person we tell you about, 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 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) to cover future security payments. 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, reconnecting 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. To do this contact our live chat team by visiting edfenergy.com/myaccount or edfenergy.com/additionalcharges.

Signing up for this tariff means you agree to:

3.5 • Manage your account entirely online— you won’t have access to our call centre, but our online Chat advisors and Help Centre are available.
• Provide a valid email address and register for MyAccount—if you prefer phone support, this tariff isn’t for you.
• Receive your bills, account information and updates electronically— paper communication isn’t an option with this tariff.
• Smart meters automatically send us your meter readings. It is your choice whether or not you would like to have a Smart meter installed at your property. By signing up to this tariff you agree to having a Smart meter fitted when we’re installing them in your area, and to us contacting you to ask you to book an appointment for the installation. If you do not wish to have a Smart meter installed you may, at any time, inform us that you are opting out of having a Smart meter installed.
• Have both your electricity and gas supplied by EDF (or electricity only if you don’t have a mains gas supply to your property).

Energy prices

3.6 The charges for your Easy Online tariff are set out in your Tariff Information Label which you should have received as part of your welcome pack. The charges which apply to you depend on your supply area, the type of your meter, payment method and the structure of your tariff.

3.7 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 any tax, duty, charge or levy which we have to or are allowed to recover from you through your energy bill (or bills), the prices and terms and conditions for your Easy Online tariff will not change until the end of the next calendar year.

3.8 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 price) until we process the change.

3.9 The Easy Online 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.

3.10 Whilst we’ll endeavour to provide you access to our online channels, 24/7, from time to time, we may have to carry out scheduled maintenance. During these times, MyAccount may not be available.

3.11 The Easy Online tariff is only available for customers who are in debt to us. If you have, or at any time agree, to enter into an instalment plan with us to pay outstanding debt then we are permitted to refuse to offer, or supply you on, the Easy Online tariff. If you fail to pay your deposit, or any other form of security, or any of the alternative tariffs we offer. If you fail to pay outstanding debt on Easy Online then we may terminate this contract. If we do, and continue to supply you, then you will be supplied on our default contract at the time, and will be charged our deemed contract scheme prices for cash/cheque customers, which are available at www.edfenergy.com/sites/default/files/s05_deemed_rate_card.pdf.

3.12 If you choose to switch to another tariff, we can extend your current Easy Online tariff prices until your transfer to your new tariff takes place (‘a tariff extension’). We
4. Our right to change terms

4.1 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 be on the date we publish them on our website. If you don’t pay as you agreed, your charges may change.

4.2 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 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 increasing. If this happens, we’ll give you seven working days’ notice, explaining what changes will be made and why.

4.3 If you or we end this contract and we continue to be your registered supplier, you may move to our ‘deemed supplier’ service. You’ll need to agree to this. If you do, we’ll inform you how your contract would be transferred to our ‘deemed supplier’ service. Under clause 4.3, you won’t benefit from features such as any fixed-price period.

Your right to change terms

4.4 You are allowed to change any of the following terms at any time:

(a) the payment method for this tariff is Direct Debit. If you change your payment method to anything other than this, we will transfer you to our deemed contract scheme under clause 7.6 of these terms.

(b) if 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) if you have written notice to end your contract.

(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 to your new premises so that we can apply to become the ‘deemed supplier’ at your new premises.

4.5 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.

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 any circumstances which we communicate preferences. We will charge you for your energy usage based on the amount of energy we reasonably believe 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;

(b) we are recovering such older charges because of any act or omission on your part, or

(c) any other circumstance applies which our regulator confirms that we may seek to recover charges relating to circumstances which we reasonably believe occurred more than twelve months earlier.

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 usage. If you choose to supply us with your meter readings (a) you may supply us with 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 ask you to supply us with a meter reader more often); 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 coordinating with you.

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 provide us with an accurate email address, and to let us know if this needs to be updated. By entering this contract you acknowledge and agree that failing to take one of the actions listed in this clause will result in us incurring the cost of having to provide you with an estimated reading and your responsibility to use this in trying to correctly charge you for the energy you use, and you agree that doing so would be manifestly unreasonable. Where we do not have an estimated reading we will bill you based on an estimated reading using the information that we have available about your property, however to help us to improve the accuracy of your bills please provide us with up to date and accurate meter reading at least once per year.

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 your charges. We’ll estimate using information we have about the energy used at the premises. This may take into account seasonality and your energy usage based on the amount of energy we reasonably believe that you have consumed. If your estimated reading is more than your actual usage (or vice versa), your charges may change.

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 you have used for the period we are your registered supplier. If we do this, we will bill you based on an estimated reading using the information that we have about the energy used at the premises.

5.4 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 accounts you have with us to pay off any debt you owe us; or

(d) with any debts we may have on your energy account, we may charge you for the energy you use, and you acknowledge and agree that failing to take one of the actions listed in this clause will result in us incurring the cost of having to provide you with an estimated reading and your responsibility to use this in trying to correctly charge you for the energy you use, and you agree that doing so would be manifestly unreasonable. Where we do not have an estimated reading we will bill you based on an estimated reading using the information that we have available about your property, however to help us to improve the accuracy of your bills please provide us with up to date and accurate meter reading at least once per year.

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 treat this as you giving us notice to end your contract 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 accounts you have with us to pay off any debt you owe us; or

(d) with any debts we may have on your energy account, we may charge you for the energy you use, and you acknowledge and agree that failing to take one of the actions listed in this clause will result in us incurring the cost of having to provide you with an estimated reading and your responsibility to use this in trying to correctly charge you for the energy you use, and you agree that doing so would be manifestly unreasonable. Where we do not have an estimated reading we will bill you based on an estimated reading using the information that we have available about your property, however to help us to improve the accuracy of your bills please provide us with up to date and accurate meter reading at least once per year.

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.

Direct Debits

6.5 As you pay for your energy by Direct Debit, we need to agree the fixed amount you need to pay at least to cover your yearly energy costs. These costs include the cost of the energy you use, current prices, and any debt or credit on your account. If your Direct Debit needs to change by more than the set (specified) percentage, we must first 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.

6.6 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 payment. The contract starts at the point you make a new Direct Debit, or if you change your Direct Debit, on the date we receive your new Direct Debit. If you change your Direct Debit tariff to one that does not have a Direct Debit tariff, after you have changed, we’ll make the changes to your Direct Debit. If we change your Direct Debit to one that does not have a Direct Debit tariff, we’ll let you know and make the changes.

6.7 If, on the date we review your Direct Debit your account is in credit or in debt, 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 specified debt amount, together with more information on paying by Direct Debit, on our website at edfenergy.com/directdebit).

Debt

6.8 Apart from where you or we change the way you pay our charges under clause 6.8, we’ll invoice you and you must pay the charges that we invoice you least once every year. If you do not pay the charges that we invoice you, we’ll invoice you at the rate of 5% above the Bank of England base lending rate at the relevant time. If you fail in debt and we agree with you to pay this debt with a plan, we may ask you to pay it in instalments. We’ll send you the prices before we do this and you can find these by viewing the relevant tariff information label at edfenergy.com/till.
8. Limits to our legal responsibilities

8.1 We only are 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 liabilities arising from any previous or 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 and may make in relation to customer services and telemarketing.

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 (Monday to 8pm 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 something 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 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 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 notices to us in writing to the address shown on your contract, by email to CP@edfenergy.com or by contacting our live chat team at edfenergy.com/service/chat.

9.6 As part of this contract, you confirmed to receive bills, notices and communications from us online or by email. We have set up your account so that all bills, notices and other communications we send you under your supply licence are provided to you electronically through our MyAccount service, or if appropriate by email. These could include notices relating to: price changes, information about tariffs coming to an end, responses to complaints or questions, and other information about our legal responsibilities to you. It will also include bills, annual statements, and initial remittance 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.

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 energy-supply licence terms.

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 you and any disputes regarding to your contract and all non-contractual disputes which relate to the services may only be heard in the English courts.

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/privacy

13.2 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.