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 and the date your tariff ends are set out in your Tariff Information Label. These won’t change until the date your Together Total Service tariff ends. You can end this contract at any time by giving us notice. However, you may need to pay an exit fee of £35 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 payments for any charges incurred in accordance with these terms.

Signing up to this tariff means: 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.

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 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

DIRECT DEBIT 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 RULES

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

BUDGET DIRECT DEBIT

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

REVIEWING YOUR DIRECT DEBIT PAYMENTS

HOW WE CALCULATE YOUR DIRECT DEBIT

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

HOW BUDGET DIRECT DEBIT REVIEWS WORK

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

TERMS AND CONDITIONS

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.

1.2 You are responsible for making sure your premises are treated as being supplied under this contract. The fuel mix reporting area, the type of your meter, payment method and the structure of your tariff.

1.3 Our responsibility to supply your premises (and your maintenance and safety condition. (Your side of the meter starts at the point where we leave 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.

1.4 If you choose to switch to another tariff, we can extend your current ‘Together Total Service’ tariff prices until your transfer takes place (a ‘tariff extension’). We won’t apply a tariff extension if you have outstanding charges of 28 days or more on your energy account. If you try to change supplier but have outstanding charges on your energy account, we may contact your new supplier to tell them that we plan to prevent the transfer until you pay off what you owe. If you pay those outstanding charges within 30 working days of our notice objecting to your transfer, you can transfer supplier and we won’t apply the change during the transfer period.

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 meters 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 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 the premium service to another supplier to us, so we can become the registered supplier.

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, reprogramme or reconfigure 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) the in-home display unit must not be removed from your premises without our agreement; and
(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 have 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 will be responsible for 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 your estimate of your energy use.

3.2 We may ask any time (except if you are supplied through a prepaid meter or if it is otherwise unreasonable), ask you for a reasonable deposit or (other form of security) towards the charges a ‘security deposit’ on your meter. 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 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 your tariffs and charges which apply, and any other changes we might make for other services. Please phone 0333 200 5100 or visit edfenergy.com/charges.

3.5 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 its installation. However, if you do not wish to have a Smart meter fitted, you can let us know at any time, inform us that you are opting out of having a Smart meter.

3.6 The charges for your ‘Together Total Service’ 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.

3.7 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 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 ‘Together Total Service’ tariff will not change until the end date.

3.8 If you’ve already accepted the tariffs and conditions, and 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.

4. Changes to terms

4.1 If you wish to change your tariff, we can extend your current ‘Together Total Service’ tariff prices until your transfer takes place (a ‘tariff extension’). We won’t apply a tariff extension if you have outstanding charges of 28 days or more on your energy account. If you try to change supplier but have outstanding charges on your energy account, we may contact your new supplier to tell them that we plan to prevent the transfer until you pay off what you owe. If you pay those outstanding charges within 30 working days of our notice objecting to your transfer, you can transfer supplier and we won’t apply the change during the transfer period.

Our right to change terms

4.2 We are allowed to change all terms of supply at any time, as long as the change is not to your disadvantage. Any changes will apply from the date we publish them through our Tariff Information Label. You don’t pay as you 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 which 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
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 available at edfenergy.com/directdebit. If this happens, or if we change your contract under clause 4.3, you will no longer benefit from features such as our Price Promise, any fixed-price period, or any guarantee that your energy comes from any particular type of generation.

Your right to change terms

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

(a) Economy 7 method – if your meter is not a prepayment meter, you may change your current tariff from cash or cheque to Direct Debit payment (as long as you give us a valid Direct Debit mandate), and vice versa.

(b) Type of meter – as long as you have paid all charges due for your energy and your tariff supports your chosen new meter, you may change your current tariff from standard metering to multi-rate (for example, Economy 7) metering, and vice versa.

(c) Moving home – if you move home and the payment method and meter type at your new home support your existing tariff, you may change the prices 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 agree to supply the correct fuel 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 changes may take as long as, and you agree to this, us 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 Together Total Service tariff is ending. You can then:

(a) switch to one of our other tariffs, as long as your new tariff is already taken steps to recover payment for charges which are older than this

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

(c) or any other circumstance applies which our regulator confirms that we may keep recovering charges relating to consumption that is older than twelve months.

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 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 estimated 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) you have previously taken steps 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) or any other circumstance applies which our regulator confirms that we may keep recovering charges relating to consumption that is older than twelve months.

5.1A Because we only permit you to bill for your 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 Energy 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) if you have a smart meter, allowing us to use it to take regular meter readings from your meter;

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

(d) making sure you have arranged 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.

5.2 If you or we end this contract, all 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 change. Where you have made a supply connection at your old premises, and you agree that doing so would be manifestly unreasonable. Where we don’t have an up to date meter reading we will tell you that your Together Total Service tariff is ending. We can find the current cash/cheque prices for your current tariff by viewing the relevant tariff information label at edfenergy.com or by calling us.

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 giving you 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 accounts you have with us to pay off any debt you owe us or our group companies.

6.4 If you are being supplied at premises where Green Deal changes were made, we’ll tell you through); or

6.5 If your meter is not read immediately before the supply start date, or reasonably believe that the reading we have is not accurate, we may estimate the amount of energy supplied during the period beginning with the supply start date and ending with either:

(a) the date the meter is first correctly read after the date we start supplying you; or

(b) the date your contract with us ends; whichever is earlier.

6.6 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 energy usage and then review this amount every 12 months. We might carry out more frequent reviews, but this isn’t guaranteed. Unless we decide that it would be too hard to do so, we won’t alter your Direct Debit at the point we start taking extra ‘one-off payments’ or when you change your tariff, but at each review we will take account of any one-off payments you have made to adjust your Direct Debit 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. This will be based on your past energy use, current prices, and any debt or credit on your account. If your Direct Debit needs to change by more than a specified (set) percentage to cover your estimated yearly energy cost, we’ll let you know and make the changes. To avoid changing your payments too often, we won’t adjust your Direct Debit if it would result in a change of less than the specified (set) percentage.

6.8 If, on the date we review your Direct Debit your account is in credit or in debit, we’ll usually update your monthly payment amount to spread the balance across the following 12 payments. If your account is in debit by more than our ‘specified debt amount’ we’ll let you know and take the amount of the debit from your bank account. By choosing any tariff 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).

6.9 Apart from where you or we change the way you pay we’ll change your charges under clause 4.3 or 4.5, if you choose to pay by Direct Debit, you must continue to use this payment method to pay the charges. If you fail to do so, we will write to you, explaining what has happened and giving you a date by which you need to tell us otherwise you will be taken off our Direct Debit. If you don’t do so by this time, we can move you onto the cash/cheque prices for your current tariff. You can find the current cash/cheque prices for your current tariff by viewing the relevant tariff information label at edfenergy.com or by calling us.

Debit

6.10 You agree to pay a 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 time 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 you with a prepayment meter, we will apply, and you may be responsible for the costs, which we’ll tell you about at the time.

6.12 We have the right to charge you interest if you are late paying any debt you owe us. We will charge interest at an annual rate of 8% above the Bank of England bank lending rate at the relevant time.

6.13 If your contract ends and you do not pay the charges due under the contract within 12 months of it ending you 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 registered supplier may give us the right to recover any unpaid charges from your contract with them. In these circumstances, you agree that we can collect from you the amount you owe, plus reasonable costs.

7. Ending your contract

7.1 From the day after signing up with us, you have a 14 day cooling-off period during which you can cancel this contract at no cost. You can also end this contract with us at any other time by:

(a) asking another supplier to become your registered supplier (your new supplier should then formally contact us and this contract will end when they become your registered supplier); or

(b) giving us notice as set out in clause 6.2. If you do this, you will still be responsible for paying our charges for the period we are supplying you. If you do not notify us of this we will continue to be your registered supplier after you try to end this contract, unless you agree a different contract, you will move onto our deemed contract scheme.

7.2 If you use your right under clause 4.5(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 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 must give us notice so we can end this contract. If you do not notify us, we will be responsible for the charges at the original premises. After you receive notice, we will have two working days to cancel the contract.

7.4 If you use your right under clause 4.5(c) and we are not already the registered supplier for your new premises, our responsibilities to you under this contract will be suspended from the date you leave your old premises until the new registered supplier of your new premises. The contract will stay in place while it is suspended, and you will still be responsible under it for the old premises up until a new person takes over that responsibility.

7.5 We can end our arrangements with you under this contract by giving you written notice except if we are acting under clause 7.6 in which case, we do not need to give you any notice).
7.6 We are entitled to end this contract 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 commenced against you. 
(d) We reasonably believe that you have stolen energy or deliberately interfered with metering equipment. 
(e) There is a risk of danger to you or others if we continue the supply. 
(f) Circumstances beyond our reasonable control mean we are not able to carry out our duties under this contract (for example, anything other energy supply distributor, or other person does or fails to do).

7.7 If we’re entitled to prevent energy being supplied to you under the contract (including disconnecting your premises), you agree to let us (and our agents) into your premises at all reasonable times to do this.

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

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

8. Limits to our legal responsibilities

8.1 We are only legally responsible to you as set out in these terms and conditions. We have no other duty or legal responsibility to you, and all responsibilities, guarantees and 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 the contract into which that caused by you 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 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 you want to enter into a contract with us you confirmed your agreement to receiving bills, notices and communications from us online or by email (including choosing a version of a product that is clearly described as supported by online account management only), we will initially set up your account so that all bills, notices and other communications we have to send you and 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 reminders of 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 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 must contact our Customer Services team on 0333 200 5100 to do so or change your account settings through our MyAccount service.

9.7 These terms and conditions, the contract letter and any other documents we refer to make up the whole contract for the service between you and us.

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

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

9.10 If any term of this contract is found not to be valid or cannot be enforced in full or in part, the rest of the contract will continue to apply as normal.

9.11 The laws of England apply to each contract with you. This means that if you have any dispute with us relating to the contract, you may only bring legal proceedings 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 and Sunday from 8am to 6pm) email customer_correspondence@edfenergy.com or write to FREEPOST: EDF ENERGY – PLYMOUTH. 

Details of our complaint handling procedure can be obtained at edfenergy.com/making-a-complaint. If you’re not satisfied with the way we’ve handled things after contacting us there are other options you can take.

You can contact the Complaints Resolution Team by calling 0333 200 5101 (9am 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 Services: Energy on 0330 440 1624 (9am to 5pm Monday to Friday). Or you can email them at enquiries@os-energyc@visitombudsman-services.org.uk or visit ombudsman-energy.org.uk. 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.

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 03454 04 05 06. 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 takes 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 significant non-contractual obligations 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, SE1 2AU or 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

We are required by law to supply electricity delivered to your premises through the distribution system will be: (a) at any time and is available for a limited time only. Together Total Service tariff can be withdrawn from sale at any time and is available for a limited time only. EDF Energy is a trading name used by EDF Energy Customers Ltd, Reg. No. 06162429 whose Registered Office is at 90 Whitfield Street, London, W1J 4EZ, incorporated in England and Wales. 

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