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 Simply 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 £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 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/directdebritrules

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
• Have both your electricity and gas supplied by EDF (or electricity only if you don’t have a mains gas supply to your property).
• Due to COVID-19 the following term does not apply as we have temporarily suspended all smart installation and smart appointment bookings until further notice.

That if you do not have a smart meter you agree to have one fitted. You can arrange to have a smart meter installed by visiting edfenergy.com/getsmart or by calling us on 0333 200 5104.

If you do not have a smart meter installed within 3 months of being supplied on the Simply Online tariff your contract will come to an end and you will be charged an early exit fee of £35 per fuel. We will then continue to supply you on our deemed contract scheme until:-
- you enter into a new contract with us (in which case we will cancel your exit fee) or
- you change supplier.

Our deemed contract scheme has a different price to our Simply Online tariff. You can find details at edfenergy.com/sites/default/files/505_deemed_rate_card.pdf

If you have a non-standard meter type or for technical reasons we cannot install a smart meter, we will not transfer your tariff onto our deemed contract scheme.

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.

• 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 – 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 can give us meter readings online through MyAccount or the EDF app, any time you like.

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 Simply 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 Condition 14A.2 of our gas and electricity supply licence. For example, these include:

• if your previous supplier objects to transferring the supply;

• we don’t have the information needed despite taking reasonable steps to get it;

• the supply transfer is prevented by any other circumstance outside of our control where we’ve taken reasonable steps to deal with the problem.

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

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

‘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 market administrator or metering point registration service who is responsible for supplying energy to your premises.

‘supply start date’ – for each fuel, the date from when we become the registered supplier for your premises.

‘supply transfer’ – transferring responsibility for supplying energy to your premises from another supplier to us, so we can become the registered supplier.


‘Simply 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 it to its terms. Please read it carefully so you understand your responsibilities. The standards we must meet in supplying energy to you, and the compensation arrangements that apply if we fail to meet these are set out in the Standards of Performance booklet.

1.2 You are responsible for making sure your premises are connected to all relevant distributors’ networks. If they’re not currently connected, please contact our live chat team by visiting edfenergy.com/myaccount and Help Centre are available 24/7.

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’ve the registered supplier, all energy that passes through your meter or which is supplied to the premises will be treated as being supplied under this contract, even if you have a contract with any other person.

1.4 This contract continues until it is ended in line with clause 7. After this time, if you want to receive a further supply, you will need to enter into a new contract with us. Any supply made during any period where there is no contract between us will be governed by our ‘deemed terms of supply’ published under the Gas Act 1986 and Electricity Act 1989.

1.5 If you’re a new customer we do not currently supply, we’ll need to ask for a supply transfer. This will be completed once we’ve had your previous supplier notice, unless:

(a) you tell us to do otherwise; or

(b) one or more of the conditions set out in Standard Licence Condition 14A.2 of our gas or electricity supply licence (known as the ‘exceptions’) applies (in which case we’ll contact you to deal with the issue as soon as possible).

2. Access

2.1 You agree to give us, our contractors or any person we tell about, safe, full, free and unobstructed access to your premises to your premises and all metering equipment and other fittings used in connection with supplying your premises. If obstructed we may temporarily stop the supply and pay any costs involved. We may also charge you if we don’t let you know at least 48 hours beforehand if access won’t be available at the time of a booked appointment.

2.2 You are responsible for all pipes, equipment, wires and cables, and all other fittings used in connection with supplying energy on your side of the meter and their maintenance and safe condition. (Your side of the meter starts at the point energy leaves your meter after the meter has measured it, and includes your home wiring). Any energy losses that happen on your side of the meter are your responsibility. If you ask for a meter inspection at your premises, we may charge you.

2.3 You must make sure that your premises have a suitable meter installed that meets relevant industry standards for safety, accuracy and reliability and which is capable of providing all the information we need to provide and measure energy in line with the type of tariff you have chosen. If the premises do not have a satisfactory meter installed or the meter is not in a suitable place, we may replace, reposition or reprogramme it (for which we may charge you) or 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 to you by us. 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) if 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 the 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.

3.2 We may at any time (except if you are supplied through a prepayment meter or if it is otherwise not reasonable), ask you for a reasonable deposit (or other form of security towards your liability deposit). If you don’t provide this, we may give you notice to end this contract in line with clause 7. If we decide a security deposit is no longer needed, we may use it to pay off any debt you owe us.

3.3 We can charge you any reasonable costs and expenses we have to pay in carrying out our responsibilities to you. This includes any reasonable costs connected with distributors’ services, recovering money you owe, and disconnecting, reconnecting or replacing any metering equipment.

3.4 You can ask for an up-to-date information on our tariffs and charges, and apply for any other charges we might make for other services. To do this contact our live chat team by visiting edfenergy.com/myaccount.

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 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.

• Have both your electricity and gas supplied by EDF (or electricity only if you don’t have a mains gas supply to your property).

• Due to COVID-19 the following term does not apply as we have temporarily suspended all smart installation and smart appointment bookings until further notice.

Smart meters automatically send us your meter readings. By signing up to this tariff you agree to having a smart meter fitted. You can arrange to have a smart meter installed by visiting edfenergy.com/getsmart or by calling us on 0333 200 5104. If you do not have a smart meter installed within 3 months of being supplied on the Simply Online tariff your contract will come to an end and you will be charged an early exit fee of £35 per fuel. We will then continue to supply you on our deemed contract scheme until you enter into a new contract with us (in which case we will cancel you exit fee) or change supplier. Our deemed contract scheme has different prices and terms and conditions, which are available at edfenergy.com/sites/default/files/s055_deemed_rate_card.pdf. If you have a non-standard meter type or for technical reasons we cannot install a smart meter, we will not transfer your tariff onto our deemed contract scheme.
3.6 The charges for your Simply 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 will depend on the type of 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 our supply, or the control, or the introduction of a new tax, duty, charge or levy which we have to or are allowed to recover from you through your bill (or bills), the prices and terms and conditions for your Simply Online tariff will not change until the end date.

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 30 days after you’ve started paying under the new tariff. We’ll write to you to confirm when this will happen.

3.9 The Simply Online tariff is only available if you have a standard credit meter, Economy 7 meter or any non-complex credit meter for the energy you consent 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, your availability to access our channels may not be available.

3.11 The Simply Online tariff is only available for customers who are not in debt to us. If you have, or at any time agree, an instalment plan with us to pay outstanding debt, it will continue to be used for items that you apply on, the Simply Online tariff. If we do so, we will inform you of alternative tariffs we offer. If you fall into debt while online with Simply Online then we may terminate this contract. If we do, and continue to supply you, then you will be supplied on our deemed contract scheme, and will be charged our deemed contract scheme prices for cash/bulk suppliers, which are available at www.edfenergy.com/sites/default/files/r05_deemed_rate_card.pdf

3.12 If you choose to switch to another tariff, we can extend your contract with EDF to supply Simple Online then we may terminate this contract. If we do, and continue to supply you, then you will be supplied on our deemed contract scheme, and will be charged our deemed contract scheme prices for cash/bulk suppliers, which are available at www.edfenergy.com/sites/default/files/r05_deemed_rate_card.pdf

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 apply from the date we publish them on our website. If you don’t pay as you agreed, your contract may change.

4.2 If you have a debt which is not paid off 28 days or if you fail to keep to any payment method we agree, you may change your payment method (which could involve higher charges). Or we may treat you as giving us notice to end your contract under clause 7.1. In either case, if you continue to take energy from us, this will mean the contract is changing. If this happens, we’ll give you seven working days’ notice, explaining what changes will be made and why.

4.3 If you’ve or we end this contract and we continue to be your supplier solely to move to our ‘deemed contract scheme’, which has different prices and terms and conditions. These are available at edfenergy.com/sites/default/files/r05_deemed_rate_card.pdf. If this happens, doing this contract without charge under clause 4.4, you will no longer benefit from features such as any fixed-price period.

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) 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 simply (for example, Economy 7) meter, 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, we will transfer your supply 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.

4.5 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 changes may change as a result, and you agree to the new tariff terms and conditions which apply to you at that time.

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

(a) with a new supplier to us; (b) with us to a new supplier; or (c) for any accounts you have with us to pay off any debt you owe us or our group companies.

4.7 If you are being supplied at premises where Green Deal charges apply, we’ll collect these from you through your bill or statement. This will not affect your rate for using the same payment method as you pay for your energy. You cannot choose a different method.

5.1 We will give you a bill or statement at least once a year, but we may also 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 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 services or the Account may not be available.

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

(c) any other circumstance applies which our regulator confirms that it is in your interests to avoid 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 readings); or (b) advise us (if we may choose not to schedule visits this frequently);

(c) if you have a smart meter, allow us to use it to take regular meter readings from you;

(d) if you have meter readings taken into a new premises and are taking a supply from us;

(e) make sure you have arranged to pay us;

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

(g) if we are unable to read your meter;

(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 them.

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 and up to date 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 obstruct us in trying to correctly charge for the energy you use, and you agree that doing so would be manifestly unreasonable.

Where we don’t have an up to date meter 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 an 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) to determine the charges you owe us. We’ll estimate using information we have about the energy used at the premises. This may take into account seasonal changes in use and previous meter readings, or the characteristics of your home and household energy use, or price changes.

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

(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.

6.1 You must pay by your bill due by the date on 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, we will treat this as you giving us notice to end your contract with us under clause 7.1.

6.3 We have the right to use or transfer any debts or credits you have 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 charges apply, we’ll collect these from you through your bill or statement. This will not affect your rate for using the same payment method as you pay for your energy. You cannot choose a different method.

6.5 We may change the terms under clause 5.1 or 5.2 above, contacting us to agree alternative arrangements and then complying with them.

6.6 Whenever you 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 your next Direct Debit review date. This will be based on your past energy use, current prices, and any debt or credit on your account. If you have a different ‘specified (set) percentage’ to cover your estimated yearly energy cost, we’ll let you know and make the changes. To avoid changing your payments to cover the estimated cost of your energy, you may agree to the changes which would result in a change of less than the specified (set) percentage.

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 your 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).

6.8 Apart from where you or we change the way you pay your charges under clause 4.3 or 4.5, as this tariff is a Direct Debit tariff only, you must continue to use that payment method to pay the charges. If you fail to do so, we will contact you and arrange new arrangements which we have happened and giving you a date when you need to re-start your Direct Debit. If you don’t do so by this time, we can move you onto the cash/cheque/standing order tariff and we will ‘send’ you the prices before we do this and you can find these by viewing the relevant tariff information label at edfenergy.com/tll

Debit tariff

6.9 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.

6.10 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 involve the payment of any or all of your balance (see clause 3.3). If we need to do this, we may transfer your payment account to a new supplier or we may arrange for you to make the payment via an installment plan, we may move you to our Cash Cheque prices version.

6.11 We have the right to charge you interest if you are late paying any debt you owe us. This will be at a yearly rate of 8% above the Bank of England lending rate at the relevant time. If you still don’t pay us after we have treated this as you giving us notice to end your contract, we will make the changes to your tariff.

6.12 We have the right to update or transfer any debts or credits you have with us to pay off any debt you owe us or our group companies.

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). 
(b) giving us notice as set out in clause 6.2. If you do this, you will still be responsible for paying our charges for the period we are your registered supplier. If we cannot contact your new supplier and 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 distribution 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 4.4(b), if you change premises you have to give us notice so we can end this contract. If not, you’ll still be legally responsible for the charges at the original premises. After you receive notice, we will have two working days to cancel the contract.

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

7.5 We can end our arrangements with you under this contract by giving you notice as set out in clause 6.2. If you do this, your new premises will no longer receive a supply of energy or be deemed to receive energy and we will no longer be responsible to you for any loss you suffer as a result of your responsibilities to any other person (however this is caused).

8. Limits to our legal responsibilities

8.1 We are responsible to you as set out in these terms and conditions. We have no other duty or legal responsibility to you, and all responsibilities, guarantees and any other conditions implied by law or otherwise will not apply.

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 that could not reasonably have been expected at the time we entered into this contract, other than that caused by us acting fraudulently or with negligence.

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 obligations 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 clause 7.6 of the contract.

9. Other conditions that apply

9.1 We can transfer all or any of your 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 other things that we have done.

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 personal notices to us by writing to the address shown on your contract, by email to MYaccount@edfenergy.com or by contacting our live chat team at edfenergy.com/myaccount.

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 our account so that all bills, notices and other communications we send you under our supply licence are provided to you electronically through your MYAccount service, or by appropriate email. These could include notices relating to: price changes, information about tariffs coming to an end, responses to complaints or other queries, and information on your legal responsibilities to us. You will also include bills, annual statements, and initial reminders about any outstanding bills; you will also 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 laws 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 any 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 all disputes relating to your 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 6pm) or by writing to FREEPOST: EDF ENERGY - PEMDOUTH

Details of our complaint handling procedure can be obtained at edfenergy.com/complaints. 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 5100 (Monday to Friday from 8am to 6pm), email complaintsresolution@edfenergy.com or write to FREEPOST EDF ENERGY – COMPLAINTS RESOLUTION.

10.2 If, after eight weeks, you’re still not satisfied with the way we’ve handled your complaint, you can phone the Ombudsman Services: Energy on 0330 440 1624 (9am to 5pm Monday to Friday). Or, you can email them at enquiry@ombudsman-services.org.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. Eight weeks have passed since you first made the complaint to us. You can 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 your bills. They’re the official source of free and independent energy advice and support. Go to citizensadvice.org.uk/energy or call them on 0808 200 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 and agree to keep 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 your rights and duties in connection 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 whose terms will be continued in the NTC. The NTC 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 how to obtain a copy of the NTC contact: Energy Networks Association, 1st Floor, 4 More London Riverside, London, SE1 2AU. phone 0207 706 5137, or contact us at www.connectionterms.co.uk

11.2 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 or terminates your gas 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 delivered 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 expect 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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<th>EDF fuel mix per tariff or product</th>
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<th>Radioactive Waste g/kWh</th>
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