

Residential

Terms & Conditions



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Definitions

energy	residential gas or electricity (or both).
we', 'us', 'our'	EDF Energy Customers Ltd, registered office: 90 Whitfield Street, London, W1T 4EZ, incorporated in England and Wales (Trading as EDF Energy).
registered supplier	the supplier registered with the local metering point administration service or metering point registration service who is responsible for supplying energy to your premises.
distributor	the companies licensed to deliver energy to your premises.
premises	any part of any land, building or structure you've asked us to supply energy to.
metering equipment	the energy meter and other related devices, like key cards or in-home display devices (this does not include your meter box).
prepayment meter	an energy meter operating in a mode which requires a customer to pay charges in advance both for a traditional and/or smart meter.
smart meter	a meter that records information such as consumption of energy, and is able to directly supply us with meter readings.
supply transfer	transferring responsibility for supplying energy to your premises from another supplier to us, so we can become the registered supplier or visa versa.
cooling off period	means the 14-day period starting the next day after signing up with us during which you can cancel this contract without paying any applicable exit fee.
supply start date	for each fuel, this is the date from when we become the registered supplier for your premises.
end date	if you are on a fixed tariff, this is the date your tariff ends, which is shown in your tariff information label (TIL).
working day	means a Monday to Friday excluding public holidays in England.
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 clause 17.c.).
Green Deal charges	the charges for energy efficiency measures installed at your premises, that we must collect through energy bills, in line with the Government scheme known as 'Green Deal'.
tariff	means your chosen tariff as set out in your tariff information label (TIL) and confirmation letter or email.
tariff information label or TIL	the document accompanying these terms and conditions setting out your energy prices, the start and (if applicable) end date of your tariff, along with other tariff specific information.
variable tariff	a tariff for which the unit rate you are charged for the energy you use may vary, dependant on market conditions. There is no end date to this tariff.
fixed rate tariff	a tariff in which the unit rate you are charged for the energy you used is fixed. This is fixed for a set period of time, as per your tariff end date.
payment method	payment by either Direct Debit, Cash or Cheque, Pay As You Go or any other method we determine.

Tariff Terms & Conditions

Important Information (Key Terms)

1. Introduction:

- 1.a.** Details of your prices, applicable exit fees, and tariff terms and conditions are in the confirmation email or letter we sent you. You can also find your prices in your Tariff Information Label, please visit edfenergy.com/til
- 1.b.** This is a contract for us to supply energy to you. By entering into it, you agree to keep to these terms and conditions.
- 1.c.** Please read them carefully to understand your commitments and 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, which can be found at edfenergy.com/sites/default/files/r863_guide_to_service_standards_aw1_e5.pdf
- 1.d.** You can access all of your account information at the touch of a button via our app - edfenergy.com/mobile-app or MyAccount - edfenergy.com/myaccount. If you need to receive paper bills, please get in touch with us and we will try to arrange this for you.

2. Responsibilities

- 2.a.** So that we can keep you updated with important information, we need you to let us know of any changes to your personal details, such as your phone number and email address. You can make changes via your EDF App & MyAccount.
- 2.b.** You are responsible for making sure your premises are connected to all relevant distributors' networks. If they're not currently connected, please visit edfenergy.com/for-home/help-support/contact-us
- 2.c.** Our responsibility to supply your premises (and your responsibility to pay all charges associated with your tariff and supply) begins on your supply start date with us. From this date and for as long as we're your registered supplier, all energy recorded by your meter or which is supplied to your premises will be treated as being supplied under this contract, even if you have a contract with any other person.
- 2.d.** This contract continues until it is ended in line with clause 10. If your tariff has an end date, this will be shown in your Tariff Information Label (TIL). At the point at which your contract is ended in line with clause 10, or at the end date as confirmed in your TIL, if you haven't switched supplier or agreed a new tariff with us we will automatically transfer you to our deemed terms published under the Gas Act 1986 and Electricity Act 1989. You can find information on deemed prices at edfenergy.com/deemed-tariff-prices ; or
- 2.e.** Any supply made during any period where there is no contract between us will be governed by our deemed terms.

3. Access and meters

- 3.a.** You agree to give us, our contractors or any person we tell you about, safe, full, free and unrestricted access to your premises and all metering equipment and other fittings used in connection with supplying your premises. If obstructions prevent access, you must remove them and pay any costs involved. We may also 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.
- 3.b.** 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.
- 3.c.** Our supply is conditional on us being satisfied that your premises have a suitable meter installed that meets our requirements to enable us to properly supply and bill you with our systems and 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. We reserve the right to replace, reposition or reprogram any existing meter (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 contact us if you are not sure if your metering equipment is appropriate.

- 3.d.** 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 mode or disconnect your supply (or both, if we do this, we'll tell you before it happens).
 - (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.
 - (e)** from time to time the information from your smart meter may not correctly reflect the energy you have used, and you must not let anything stop it communicating with us. 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.
 - (f)** collect information about how your smart meter is working, for example to see if it has any faults or has been tampered with.
 - (g)** take half hourly consumption data, provided you have agreed we can do this, or where you haven't agreed to half hourly readings, we may take daily readings, providing we have told you in advance, or else we'll take monthly readings. We'll have explained your consent options either while your smart meter was being installed, or at the point we found out you had a smart meter already installed by a previous supplier. You can change the frequency of your smart meter readings at any time by contacting us. If you're on one of our half hourly tariffs, you'll need to agree to us taking half hourly meter readings to be eligible for that tariff.
 - (h)** take a meter reading at any other time where we are permitted to by OFGEM e.g., to provide you with a bill or investigate a query on your account.
 - 3.e.** We'll only use the information we collect from your metering equipment in line with our privacy policy.
 - 3.f.** Smart meters automatically send us your meter readings. As part of this contract, if you don't already have a smart meter installed at your property, you agree to have one fitted. We will contact you to arrange an appointment for installation. If we do not receive a response from you we will book you an appointment on your behalf and inform you of the date for your confirmation. If you repeatedly refuse to allow us to install a smart meter, or do not respond to our attempts to contact you to arrange an appointment for installation, you may not be eligible for discounts, certain of our services or smart meter tariffs which may be cheaper.
 - 3.g.** Booking an appointment for your installation is an easy process, you can visit edfenergy.com/getsmart
 - 3.h.** 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.
 - 3.i.** 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.
- ### 4. Limits to our legal responsibilities
- 4.a.** We are only legally responsible to you as set out in these terms and conditions. We have no other duty or legal responsibility to you, and all responsibilities, guarantees and any other conditions implied by law or otherwise will not apply, as far as this is allowed by law.
 - 4.b.** We will not be legally responsible to you for any event or circumstance beyond our reasonable control.
 - 4.c.** We are not legally responsible to you in any way for any indirect or direct loss of income, business or profits, or for any other loss or damage that could not reasonably have been expected at the time we entered into this contract, other than that caused by us acting fraudulently. Also, we will not be legally responsible to you for any loss you suffer as a result of your responsibilities to any other person (however this is caused).
 - 4.d.** If we are legally responsible to you under these terms, except as set out in clause 4.e. below, the maximum amount we will accept responsibility for is £10,000 for all incidents that lead to loss or damage (however it happens).

- 4.e.** 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.
- 4.f.** This clause 4 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.

5. Other conditions that apply

- 5.a.** We can transfer all or any of our rights and legal responsibilities under your contract without your permission.
- 5.b.** Your rights and duties under this contract apply only to you and cannot be transferred to any other person without our written permission.
- 5.c.** If we don't enforce any part of this contract at any time, this will not stop us from doing so in the future.
- 5.d.** We may monitor and record calls that you or we make in relation to customer services and telemarketing, to help us improve quality.
- 5.e.** 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. If your account number starts 67 call 0333 200 5100 or if your account number starts A please call 0333 006 9950.
- 5.f.** If when you first entered into a contract you provide us with an email address you agree to us initially setting up your account so that all bills, notices and other communications we send you under our supply licence are provided to you electronically either through our MyAccount service or email. These could include notices relating to: price changes, information about tariffs coming to an end, responses to complaints or questions, and other information about our legal responsibilities to you. It will also include bills, annual statements, and initial reminders about any outstanding debt on your account. If at any time you no longer want to receive communications electronically, you can contact our Customer Services team. If your account number starts 67 call 0333 200 5100 or if your account number starts A please call 0333 006 9950. or change your account settings through our MyAccount service.
- 5.g.** These terms and conditions, the welcome letter and any other documents we refer to make up the whole contract for the service between you and us.
- 5.h.** Irrespective of anything in these terms, anything we do to effect any of our rights or duties under our supply licences or any other relevant Industry Arrangements or laws will never amount to a breach of the terms of this contract and nothing in this contract will prejudice our rights under our energy-supply licences or other relevant laws.
- 5.i.** 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.
- 5.j.** The laws of England apply to each contract with us and any disputes relating to your contract and all non-contractual disputes which relate to the services may only be heard in the English courts.

Joining and leaving us:

6. Switching to us:

It shouldn't take more than 5 Working Days to switch supply to us (unless you have agreed a later start date with us). However, if:

- (i)** we are missing information from you, even if we have done everything we reasonably can to contact you; or
- (ii)** your current supplier objects to transferring the supply; or
- (iii)** something has happened which we cannot control, this may take longer. We will do everything we reasonably can to contact you to resolve these issues.

7. Cooling Off Period:

- 7.a.** All our contracts have a cooling off period, this gives you time to think.
- 7.b.** You have a 14-day cooling off period that starts from the next day after signing up with us. During this period, you can cancel your transfer to us at any point if you want to do so.
- 7.c.** Unless you have expressly told us that you are happy for your supply to start during your cooling off period, your supply will start after your cooling off period has ended.
- 7.d.** By choosing a supply start date within your cooling off period, you will be liable for any energy used from the start date, even if you choose to leave us after your cooling off period.
- 7.e.** Where you have asked us to start your supply with us prior to the expiry of the cooling off period, and you then cancel your contract with us, during the cooling off period, we will continue to supply you on the terms of this tariff until the earlier of:
- (a)** you agreeing to another energy tariff with us;
 - (b)** you switching to another supplier; or

(c) 15 working days from the date that we acknowledge your request to cancel your contract with us.

- 7.f.** If you've recently left EDF and would like to return to us, (after choosing to withdraw from your new supplier during their cooling off period) please let us know as soon as you can so we can initiate your return to us as soon as possible. Once you are back with us, we will place you back onto the existing version of the tariff you were on previously, for the remainder of that tariff.

8. Supplier of Last Resort (SOLR):

- 8.a.** If you switch to us as a result of your previous supplier exiting the market, we will be in contact with you with your new tariff details and prices. We will take all reasonable steps to honour any agreements made with Ofgem.

9. Disconnection of supply:

- 9.a.** If you are a prepayment or 'Pay As You Go' customer, then your supply will turn off automatically if there is no credit on your meter.
- 9.b.** We further reserve the right to disconnect supply to your property whenever we are permitted to do in accordance with our rights under supply licence and/or industry arrangements. We will charge you for the costs incurred in association with any disconnection, with a further charge to reconnect your energy supply.

10. Ending your contract with us:

- 10.a.** Your contract with us will end if:
- You agree a contract with a different supplier
 - Someone else becomes responsible for the energy at your property
 - We disconnect your energy supply
 - Ofgem request that we stop supplying you
- 10.b.** We can change the contract with you if:
- You have a change to your meter type
 - You start using your property as a business
- 10.c.** If you wish to leave us you must ensure that your account with us is up to date and all outstanding debt settled.
- 10.d.** We can end our arrangements with you under this Contract by giving you written notice except if we are acting under clause 10.e. (in which case, we do not need to give you any notice).
- 10.e.** We may end this Contract immediately if:
- You are in material breach of the Contract;
 - You did not pay us what you owe us when we asked; and
 - You no longer own or occupy the Premises; and
 - We no longer have the relevant licences to supply your Energy.
 - Ofgem gives a "Last Resort Supply Direction" to another supplier in respect of the Energy in relation to the Premises.
- 10.f.** 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 or continue after the date it ended. Clauses 13.d. 17.e. 17.c and 17.i. continue to apply even after our supply licence has ended.

11. Moving Home:

- 11.a.** If you are moving out of a property supplied by us, you must notify us of:
- The date you are no longer responsible for the property
 - Who will be responsible for the property
 - Provide us with your forwarding address
 - Provide us with a meter reading when you exit the property
 - Clear any outstanding balance
- 11.b.** If you have notified us at least 2 working days in advance of your moving out of the property, your Contract with us will end on the date you move out of the property. If you have not notified us at least 2 working days in advance of your move, your Contract with us will end on the earlier of:
- (i)** 2 working days after you have notified us that you have moved out of the property; or
 - (ii)** the date the new occupier of the property moves in.
- 11.c.** You will remain responsible for the supply to the property until the Contract comes to an end in accordance with clause 11.b.
- 11.d.** If you are moving into a property supplied by us, you must notify us of:
- The date you gained responsibility for the property
 - Provide us with a meter reading from when you entered the property
 - We will then agree a contract with you and set your account up

12. Energy price, tariff features and charges

- 12.a.** You agree to pay all charges due under this contract (including all applicable exit fees), even if the charges are based on an estimate of your energy use.

- 12.b.** We may at any time (except if you are supplied through a prepayment meter or if it is otherwise not reasonable), ask you for a reasonable deposit (or other form of security) towards the charges (a 'security deposit'). If you don't provide this, we may give you notice to end this contract in line with clause 10. If we decide a security deposit is no longer needed, we may use it to pay off any debt you owe us.
- 12.c.** 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.
- 12.d.** You can ask for up-to-date information on our tariffs and charges which apply, and any other charges we might make for other services. Please visit edfenergy.com/additional_charges.
- 12.e.** Certain of our tariffs have eligibility criteria. These tariffs will only be available to Customers at the point they satisfy the eligibility criteria. For example our dual rate Go Electric tariff is only available to new or existing customers who agreed to pay by Direct Debit and to who we have written confirming that their smart meter is operating in a manner that is compatible with that tariff and the meter has accepted the tariff successfully. Eligibility Criteria for our tariffs can be found at edfenergy.com/eligibility.

13. Billing

- 13.a.** 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 estimate you have consumed in accordance with clause 13.b. 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 have not taken action to recover older charges because of any unreasonable 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 consumption that is are older than twelve months.
- 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.
- 13.b.** 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 the charges you owe us. We'll estimate using information we have about the energy used at the premises. This may take into account adjustments to reflect seasonal changes in use and previous meter readings, or the characteristics of your home and household energy use, or price changes.
- 13.c.** 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 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.
- 13.d.** Where this contract ends, we'll take all reasonable steps to send you a final bill within 6 weeks. Where new information becomes available, we'll send you a corrected final bill as soon as reasonably practicable.
- 13.e.** The amount of energy you use is worked out in pence per kilowatt hour. For gas, we need to convert the consumption recorded on your meter into kilowatt hours. The method of calculation we use can be found on the back of each gas bill we send you.
- 13.f.** For a detailed explanation of how we calculate your charges, visit edfenergy.com/calculatingcosts

14. Payment

- 14.a.** 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.
- 14.b.** 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. We'll only collect Green Deal charges that become due after we start supplying you, and we'll pass them on to your Green Deal provider.
- 14.c.** If you owe us any outstanding charges, and you send us a payment that does not cover these charges, we'll put it towards whichever debt and in

whichever proportions we consider appropriate.

Payment Methods

15. Direct Debits

- 15.a.** If you want to pay for your energy by Direct Debit, we have to agree the fixed amount you need to pay at first to cover your yearly energy costs. To help keep your bills on track, we will monitor and review the fixed amount. When it is time to complete a review, we will request a meter reading either directly from your smart meter or ask for you to provide this. 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/directdebit.
- 15.b.** Apart from where you or we change the way you pay our charges under clause 17.a. if we have agreed for you to pay by Direct Debit, you must continue to use that payment method to pay the charges. If you fail to do so, we will move you onto the cash/cheque or Pay As You Go prices for your current tariff, which may be more expensive. You can find the current cash/cheque and Pay As You Go prices for your current tariff by viewing the relevant tariff information label at edfenergy.com/til, or by calling us..

16. Pay As You Go (PAYG)

- 16.a.** 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.
- 16.b.** From time to time there may be discrepancies between PAYG customers' meter(s) and their account. We reserve the right to refund/deduct any over or underpayment for energy charges and make any metering adjustments. You should always check your balance and ensure your account is topped up with credit, as your meters could self-disconnect if there's no credit and you'll run out of power.

17. Debt

- 17.a.** If you have a debt which is still not paid after 28 days or if you fail to keep to any payment method we have agreed, we may change your payment method or payment frequency (which could involve changing your meter too). Or we may treat this as you giving us notice to end your contract. In either case, if you continue to take energy from us, this could result in your charges changing.
- 17.b.** If we agree a repayment plan 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.
- 17.c.** If you don't pay our bills in the way we've agreed we may apply the late payment charge described in 17.g. and/or, we can ask you to pay by another method and this may increase the price you pay for your energy (see clause 15.b.) If this means we fit a prepayment meter, clause 3 will apply, and you may be responsible for the costs, which we'll tell you about at the time.
- 17.d.** If you're struggling, you can pay through deductions to social security you receive, by regular instalments or by using a prepayment meter (provided we consider this safe and practical). We have the right to use or transfer any debts or credits you have on your energy account.
- 17.e.** Either of us can use any credit you have on any energy account with us to pay off debt you owe us or our group companies, including in relation to other energy accounts. We will continue to offer these services where, following direction from Ofgem, another company takes over supplying your property.
- 17.f.** We'll also let you know how you can reduce your charges by using energy more efficiently.
- 17.g.** If you are late in paying any of our bills and fail to pay it in full after we have reminded you to pay, we may charge you a £10 late payment charge for that bill.
- 17.h.** If your contract ends and you do not pay the charges due under the contract within 28 days of it ending, we may transfer to your new supplier the right to recover those charges from you (within certain limits set out in our licence). Equally, in line with the same limits, when your contract begins, your previous supplier may grant 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.
- 17.i.** We'll only take debt recovery actions which we consider to be proportionate.

18. Changes to Terms

- 18.a.** Unless you are on a fixed tariff, we are allowed to change all terms of supply at any time. Any changes will apply from the date we publish them on our website. However, if the change puts you at a disadvantage, we'll give you advance written notice (a 'variation notice') unless clause 17.a. applies. If you are on a fixed tariff, 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 fixed tariff will not change until the end date.

- 18.b.** If following a variation notice you tell us you no longer want to continue to be supplied on our amended terms, we will suspend the date the change takes effect for up to 20 working days to allow you time to enter a new contract:
- (a)** with us for a different product; or
 - (b)** with another supplier, who must let us know that they will become your registered supplier and do so within a reasonable period. The change will take effect if you continue to remain supplied on your original product after this period. In all other cases the change will take effect on the date we have given.
- 18.c.** If you try to change supplier but owe us charges on your account, we may let your new supplier know that we plan to prevent you from transferring until you have paid what you owe. However, if you pay those outstanding charges within 30 working days of our notice objecting to your transfer, you can transfer and if you're changing supplier where clause 18.2(b) applies we will not apply the change to your terms during the transfer period. If you don't pay as you agreed, your charges may change.

19. FIT payments

We're required to make Feed-in Tariff (FIT) payments under our supply licence. If your property's eligible, we can make FIT payments to you if:

- you've got a FIT installation which is accredited by Ofgem or the Micro Certification Scheme (MCS); and
- you get your electricity from us or from a non-mandatory FIT supplier when you apply for FIT payments We pay what's set out in the Feed-in Tariffs Order 2012, as amended, and our electricity supply licence.

About the energy we supply you

20. In case of Emergency & Power Cuts

- 20.a.** If you report a problem with your meter resulting in a loss of supply or potential dangerous situation we may need to come out to your property to fix the problem. If this is the case, you must give us our contractors or any person we tell you about, safe, full, free and unrestricted access to your premises and all metering equipment and other fittings used in connection with supplying your premises. If obstructions prevent access, you must remove them and pay any costs involved.
- 20.b.** If you believe that you have a power cut, please call 105 to report it and get updates on when your supply will be restored.

21. National terms of connection

21.a. If we supply you with electricity:

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. 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 visit their website www.connectionterms.co.uk for more information.

21.b. If we supply you with gas:

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.

22. If you are not happy with our service:

- 22.a.** It's really important that you're happy with the service we provide. If something's gone wrong, we want you to let us know, so we can fix the problem. Let our Customer Services team know what's happened. If they can't fix the problem straight away, they'll let you know how long it'll take and provide updates along the way. If your account number starts 67 you can reach them on 0333 200 5100 or if your account number starts A then please call 0333 006 9950. (Monday to Friday from 8am-6pm) email customer_correspondence@EDFenergy.com or write to Freepost EDF CUSTOMER CORRESPONDENCE.
- 22.b.** If you're not happy with how your complaint is progressing, let your complaint handler know. They'll arrange for your complaint to be reassessed and let you know the outcome.
- 22.c.** If your complaint is unresolved after eight weeks or you've received a 'deadlock' letter, you can call the Energy Ombudsman on 0330 440 1624 (Monday to Friday 9am-5pm), email them at enquiry@ombudsman-services.org or by visiting ombudsman-services.org/sectors/energy. Their services are free and independent and any decision they make is binding on us - not you. Citizens Advice are also there to support 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.
- 22.d.** You can get help with energy problems. This includes issues with your bills, meters, or if you're struggling to pay for your energy use. If you live in England or Wales, go to citizensadvice.org.uk/energy or contact the Citizens Advice consumer service on 0808 223 1133. Calls are free. If you live in Scotland, go to energyadvice.scot or contact Advice Direct Scotland on 0808 196 8660. Calls are free. Citizens Advice and Advice Direct Scotland are the official sources of free and independent energy advice and support.
- #### **23. Personal Data**
- 23.a.** We respect your privacy and are committed to providing you with a clear understanding of how we use your data. To find out about the ways in which we protect and use your data, please visit our Privacy Notice and Policy at edfenergy.com/yourprivacy. This page will be updated when any changes made to the way we collect data.
- 23.b.** As part of our commitment to protecting our vulnerable customers, we will share any details added to our Priority Services Register with the relevant District Network Operator unless you request us not to.
- 23.c.** We like to make sure that we are offering the right service, to do this we monitor our phone calls and may record any contact made both in and outbound to our customer service and telemarketing departments.

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