

# Our billing standards for SME and Micro-Businesses

# Helping you get accurate bills

As part of Our Commitment to offer our customers Fair Value, Better Service and Simplicity we've teamed up with Energy UK (EUK) to develop a set of voluntary standards to help Micro-Business customers get more accurate bills.

And we've extended this voluntary standard to our Small Medium Enterprise (SME) customers as part of our Treating Customers Fairly Commitment so that we can protect more of our small business customers from inaccurate bills.

A Micro-Business is defined as a business which

- uses less than 100,000 kWh of electricity a year, or
- uses less than 293,000 kWh of gas a year, or
- Fewer than the equivalent of 10 full time employees, and an annual turnover or annual balance sheet total not exceeding €2 million.

We know the importance of receiving accurate bills. We'll do everything we can to ensure our bills are accurate and based on actual meter readings. Where this is not possible, we may have to send an estimated bill based on previous usage. You'll be able to see on your bill whether the usage is based on an accurate or estimated reading.

If we're unable to base your bill on actual readings and have to rely on estimates, you could be paying too much, or too little for your electricity which could have a negative effect on your cash-flow.

## Help us to help you

### Make sure we have access to read your meter

We want to help you get accurate bills and will read your meter at regular intervals. We'll take all reasonable steps to ensure we obtain a meter reading at least once per year, but by providing regular meter readings you'll help us to bill you more accurately.

### How to submit your own meter readings

There are a number of different channels to submit a meter reading.

Here is a list of ways this can be done:

- [edfenergy.com/smeread](https://www.edfenergy.com/smeread)
- By calling our free automated number on **0800 096 7361\***
- Log in or register for MyAccount\*\* at [edfenergy.com/myaccount-sme](https://www.edfenergy.com/myaccount-sme)
- Smartphone app, available free from the iPhone App Store or the Android Google Play applications, just search "EDF Energy".
- If you have more than five meters, please call us on **0800 404 7420\***

If a meter reader comes to your business you must let them access your meter. Don't worry if you've recently provided a meter reading, we'll record the latest read to ensure you receive accurate bills.

\*Calls may be monitored and recorded as part of our customer care programme. Calls to '0800' numbers are free from BT landlines, other network operators' charges may vary. Lines are open Monday to Friday 8am to 6pm.

\*\* There may be short periods of time where MyAccount is unavailable, such as when we're conducting routine maintenance.

# Helping you get accurate bills, cont'd.

## Moving premises or changing supplier

- If we are your supplier at your old premises, you'll need to call us with your final meter readings. This will help to ensure that you are only charged for the energy you have used.
- If you'd like to continue to be supplied by EDF Energy at your new premises, you'll need to register your contact details with us straight away. Simply call us on **0800 404 7413** our lines are open Monday to Friday, 8am to 5pm. If not, you'll enter into a 'deemed' contract with the supplier that was previously supplying the property<sup>^</sup>.
- When you move into your new premises, you'll need to check how many meters there are at the property. You'll need to provide us or your new supplier with readings from all the meters as soon as possible.
- It's important to read any communication from your supplier, even it's addressed to the 'occupier'.
- If you don't receive any correspondence from an energy supplier you must take steps to find out who your supplier is, or to register with a new supplier.

## What to do if you think you are paying an incorrect amount or have a query with your bill

- Contact us as soon as possible on the number on your bill. If you're not sure if you're paying too much or too little, we can help you to understand your energy use. Fixing the problem early on will avoid building up debt that is harder to pay off.
- If you've been paying for less energy than you've been using, we may need to back-bill you for the difference. This could be because we've billed you based on incorrect information or perhaps you've not told us that you've moved premises.

## Our commitment when a back-bill has been provided

- Should we apply Back Billing Code limitations to your Invoice we will always try and contact you before we send you a back-bill. Where we're at fault, we've made a commitment that we'll limit the period of the back-bill to just one year for our small business customers. We'll apply a back bill limitation code to your invoice.
- We'll always take into account factors such as the age of the bill, length of the contract, payment history and the circumstances that resulted in the back-bill when setting repayment terms.
- We'll aim to resolve your issue within 8 weeks. If for any reason we're unable to do this we will direct you to Ombudsman Services Energy or you

can contact Citizen's Advice Consumer Service on **0345 404 0506**

## What to do if you are unable to pay your bill

- If we don't receive payment from you for your bill, we'll send you a reminder.
- If you have trouble paying or are unable to pay, it is important that you contact us as soon as possible - we'll always aim to help you.
- We'll offer you a choice of payment options which may be influenced by your circumstances.
- If you agree to a payment arrangement with us, it's important that you keep to it to ensure you stay on supply.
- We can also give you information on other organisations that may be able to help if you have real financial difficulties.

For more information please contact us on:



**0800 096 2255\***

<sup>^</sup> Deemed contracts mean a contract to supply energy to SME customers using energy services at a premise, without entering into a formal agreement with EDF Energy.

\* Calls may be monitored and recorded as part of our customer care programme. Calls to '0800' numbers are free from BT landlines, other network operators' charges may vary. Lines are open Monday to Friday 8am to 6pm.

