



Start feeling better about your energy with Blue + Price Promise April 2015



edfenergy.com

EDF Energy is a trading name used by EDF Energy Customers plc, registration number 02228297 whose registered office is at 40 Grosvenor Place, London SW1X 7EN, incorporated in England and Wales. EDF Energy Customers plc is the organisation responsible for carrying out the supply obligations for your gas or electricity supply (or both if you are a dual-fuel customer).

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Correct at time of print: January 2014





Blue+Price Promise April 2015 is a great-value energy deal

No-one's ever created an energy product quite like this before. And we're the only energy company that currently offers you this great range of benefits in a tariff.

Blue+Price Promise April 2015						UK-based call centres
 Fixed tariff	 £1,084 Average annual bill for electricity and gas (see note 1)	 Price Promise included	 Price Promise independently checked	 Electricity from a low-carbon source	 £0 No termination fee	 UK-based call centres

- A great price with no rises guaranteed until 30 April 2015.
- A Price Promise to tell you if another supplier is more than £1 a week cheaper (that's £52 a year) at typical use (see note 2 below).
- No early-termination fee if you want to leave.
- Electricity from low-carbon generation (see note 3 below).

We'll let you know if you can buy cheaper energy

Once you've joined Blue+Price Promise April 2015, we'll let you know if any new product has been released which could save you more than £1 a week (£52 a year), at typical use. Of course, there may already be tariffs available which could do this. You can check any time, by visiting edfenergy.com/pricepromisealert

- ¹ This figure is based on a national average of regional prices. It relates to the typical use over a year of those paying by monthly Direct Debit only. It is current as of January 2014.
- ² Typical yearly use is currently defined by Ofgem as 3,200kWh electricity, 13,500kWh gas or 4,600kWh of electricity for Economy 7 customers. If Ofgem changes these figures we'll update our Price Promise. Our Price Promise means we'll let you know if another product has a projected annual bill £52 or more cheaper at typical use, which we treat as being £1 a week or more cheaper. We include Direct Debit & Dual Fuel discounts we know of, not other benefits.
- ³ Low-carbon electricity bought for Blue is supplied into the National Grid. Blue customers receive electricity via the National Grid, not directly from low-carbon generators. For more details visit edfenergy.com/blue. Terms and conditions apply - see edfenergy.com/tariff-info

Managing your energy is easy with MyAccount

As well as having the peace of mind of knowing your prices won't increase until 30 April 2015, you can also manage your Blue+Price Promise tariff online using MyAccount. So you can really take control of your energy account.

Don't forget, if you have given us an email address you will receive paperless billing and communications, unless you tell us otherwise. However, you can change your mind at any time by contacting us (see note 1 below) or changing your contact preferences via MyAccount.

Why using MyAccount makes sense

- **A contract tracker for new customers** – so you can follow the progress of your switch to us.
- **Give us your meter readings** – make sure you only pay for what you use.
- **Online bill payment** – it's quick, safe and secure.

Take control of your energy.
For more information and to sign up visit:
edfenergy.com/myaccount

1. You may also opt out of paperless billing and communications at any time, by updating your preferences through the bill and contact preferences section within MyAccount or contacting our Customer Services team on 0800 096 9000.



What happens next?

- Remember to check whether this is the best tariff for you, and if you change your mind about switching to us, you have a 12-day 'cooling-off' period from the day after you sign or agree your contract, during which you can cancel your move. Just write to us at: **EDF Energy, Freepost RRYZ-BGYG-JCXR, 334 Outland Road, Plymouth, PL3 5TU.**
- If you've just signed up to receive your electricity and/or gas from us, after your 12-day 'cooling-off' period has ended we'll start the process to switch your supply to us. Which should only take about three weeks. You shouldn't have to do anything. We'll write to let you know the date your supply will start, and will contact your old supplier to let them know about the switch (see note 1 below).
- We're so confident that you will feel better being on Blue+Price Promise April 2015 that, even after you have joined us, you can still choose to leave at any time and we won't charge you for leaving early.

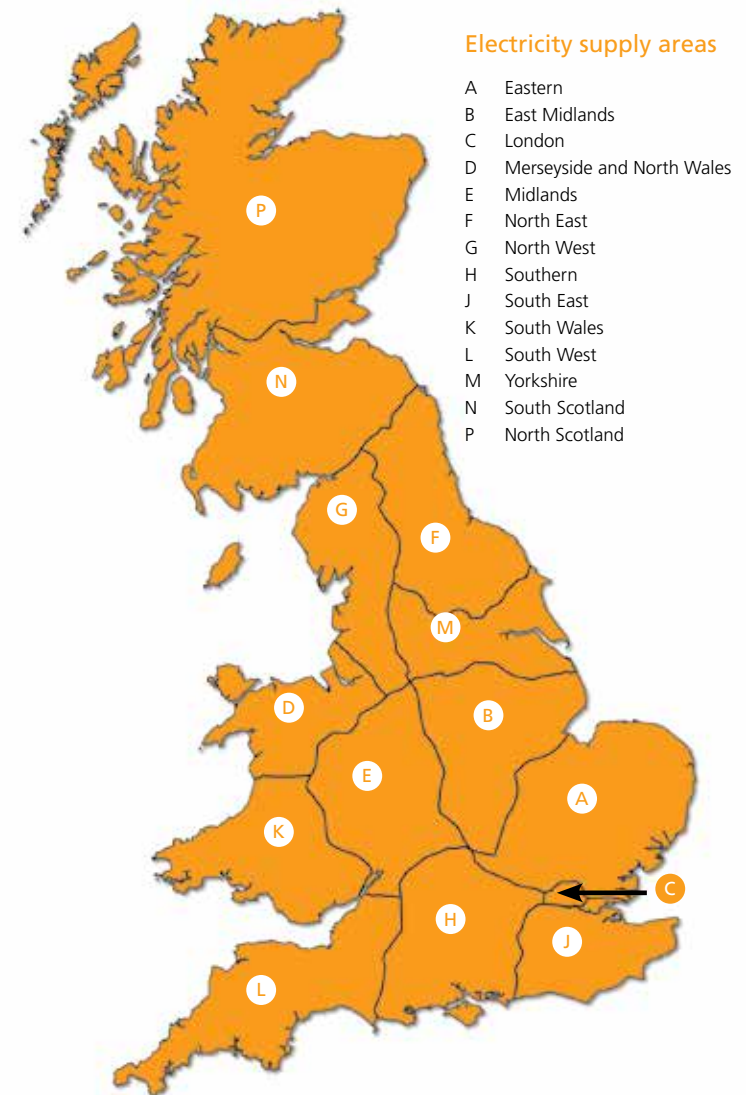
If you've asked for information about Blue+Price Promise April 2015

- The quickest and easiest way to sign up to a new energy experience is online at edfenergy.com/blue or by calling us on **0800 056 2055.**

1. If you're a new customer and choose to get both your electricity and gas from us, your supplies could start on different dates. If you're a current EDF Energy customer, you'll continue to be supplied on your existing tariff until we have processed your application.

Check your electricity supply area

Prices vary depending on where you live, so it's a good idea to see what supply area you're in using the map below. If you're not sure just call one of our advisers on **0800 096 9000** and they'll be able to help.



Our Blue+Price Promise April 2015 – prices

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.

- Electricity prices are shown in the main body of the table. To find yours, look in the left-hand column and choose your electricity supply area and payment type. Then look along the top to see which meter applies to you (Standard or Economy 7).
- Gas prices are in the far right of the table. Again, choose your electricity supply area and payment type from the left, and read across.
- Rates are shown 'with VAT'. They're made up of a daily standing charge and the relevant unit rate (kWh). We explain the rates in more detail on page 9.

Electricity prices (see notes A,B)			Gas prices (see notes A,B)					
Supply area		Standard meter ¹		Economy 7 meter ²			Daily standing charge ³	Unit rate (kWh)
		Daily standing charge ³	Unit rate (kWh)	Daily standing charge ³	Day rate (kWh)	Night rate (kWh)		
East Midlands	Direct Debit	18.90p	12.39p	18.90p	15.16p	5.48p	26.25p	3.639p
	Cash/Cheque	18.90p	13.37p	18.90p	16.29p	5.92p	26.25p	3.942p
Eastern	Direct Debit	18.90p	12.17p	18.90p	13.94p	6.44p	26.25p	3.727p
	Cash/Cheque	18.90p	13.15p	18.90p	15.07p	6.88p	26.25p	4.030p
London	Direct Debit	18.90p	12.43p	18.90p	15.22p	5.54p	26.25p	3.803p
	Cash/Cheque	18.90p	13.40p	18.90p	16.35p	5.98p	26.25p	4.106p
Midlands	Direct Debit	18.90p	12.44p	18.90p	15.11p	5.45p	26.25p	3.749p
	Cash/Cheque	18.90p	13.41p	18.90p	16.25p	5.90p	26.25p	4.052p
North East	Direct Debit	18.90p	12.73p	18.90p	15.56p	5.63p	26.25p	3.703p
	Cash/Cheque	18.90p	13.71p	18.90p	16.69p	6.07p	26.25p	4.006p
North Scotland	Direct Debit	18.90p	14.24p	18.90p	18.21p	7.09p	26.25p	3.696p
	Cash/Cheque	18.90p	15.22p	18.90p	19.35p	7.53p	26.25p	4.000p
North Wales and Merseyside	Direct Debit	18.90p	14.01p	18.90p	17.41p	6.09p	26.25p	3.817p
	Cash/Cheque	18.90p	14.99p	18.90p	18.55p	6.54p	26.25p	4.121p
North West	Direct Debit	18.90p	13.16p	18.90p	15.61p	5.84p	26.25p	3.754p
	Cash/Cheque	18.90p	14.14p	18.90p	16.74p	6.28p	26.25p	4.058p
South East	Direct Debit	18.90p	12.64p	18.90p	15.29p	5.53p	26.25p	3.776p
	Cash/Cheque	18.90p	13.61p	18.90p	16.43p	5.97p	26.25p	4.080p
South Scotland	Direct Debit	18.90p	12.24p	18.90p	15.64p	5.87p	26.25p	3.696p
	Cash/Cheque	18.90p	13.21p	18.90p	16.77p	6.32p	26.25p	4.000p
South Wales	Direct Debit	18.90p	13.61p	18.90p	16.51p	5.79p	26.25p	3.756p
	Cash/Cheque	18.90p	14.59p	18.90p	17.64p	6.23p	26.25p	4.060p
South West	Direct Debit	18.90p	13.89p	18.90p	16.28p	6.16p	26.25p	3.854p
	Cash/Cheque	18.90p	14.86p	18.90p	17.41p	6.60p	26.25p	4.157p
Southern	Direct Debit	18.90p	12.27p	18.90p	14.98p	5.38p	26.25p	3.874p
	Cash/Cheque	18.90p	13.25p	18.90p	16.11p	5.82p	26.25p	4.177p
Yorkshire	Direct Debit	18.90p	12.42p	18.90p	15.38p	5.51p	26.25p	3.648p
	Cash/Cheque	18.90p	13.39p	18.90p	16.51p	5.95p	26.25p	3.952p

Extra charges and notes

All prices and supporting information are correct at the time of publication (January 2014). These prices will apply on your account once we have successfully registered you (see rules 2 and 3 of the full tariff rules). For more details, call us free on **0800 096 9000**.

Extra charges

- A. There are no cancellation or early-termination fees associated with the Blue+Price Promise April 2015 tariff.
- B. If you are responsible for making payments under a Green Deal plan, we will collect those payments from you using the same payment method as you use to pay for your energy.

Notes

- Some of these prices have been rounded. In some instances, more decimals may be shown on your bill. We will charge VAT at the rate which applies for residential energy supplies. This is currently 5%.
- The prices shown in this booklet depend upon whether the existing metering at your premises is suitable.
- The prices shown in this booklet are only available for supplying gas and electricity to properties which are continuously lived in and only or mainly for domestic purposes within the areas listed opposite.
- Where there are any changes to these prices or tariff structures during a billing period, we will amend the charges or tariff structures to take account of the number of days up to the date the price changes. The new charges will apply for the rest of the bill period. We may use estimated data in line with Rule 10 of your full tariff rules. Where there are any changes to these prices or tariff structures during a billing period, we will amend the charges or tariff structures to take account of the number of days up to the date the price changes. The new charges will apply for the rest of the bill period. We may use estimated data in line with full tariff rules.

1 Standard meter – this is the most common type of meter for electricity and gas. These meters display your consumption either using a mechanical clock, digital display or dial.
 2 Economy-7 meter – also known as E7, this is a two-rate meter for electricity (day and night - providing a cheaper rate seven hours a night which can provide savings on your account). These meters are often installed in properties without a gas connection and so the heating and hot-water supplies depend on electricity (for example, storage heaters). Night kWh will be supplied for a total of seven hours between 9.30pm and 8am (actual times set by the local network operator) and these will be charged at the night kWh rate. All other kWh will be charged at the day kWh rate. Please contact us if you need to find out your specific off-peak times.
 3 The daily standing charges (where shown) are due per day and per meter whether or not you use any electricity or gas at your premises as supplied by EDF Energy.

Our fuel mix








Blue electricity is backed by generation from a low-carbon source – nuclear power. This puts less carbon dioxide into the atmosphere than other more carbon-intensive ways of generating electricity.

We believe nuclear power is the nearest thing we have to high-volume, low-carbon electricity generation. Which is why we are the largest producer of nuclear power in the UK.

We also use a mix of other generation methods. The table below shows our overall fuel mix, showing how we provided all our customers' electricity in the period April 2012 to March 2013, and covers all our supply licences. For more information, visit edfenergy.com/oursustainabilitycommitments

We've asked PricewaterhouseCoopers (PwC) to audit the controls over our low-carbon matching process, so you don't just have to take our word for it.

Every year we must publish details of the fuel sources we use to generate our customers' electricity. The information in the table below covers our two active supply licences, EDF Energy Customers plc and British Energy Direct Limited, for the period from April 2012 to March 2013. Our customers' electricity is sourced from our own UK power stations, the wholesale energy market and other independent power generators. We are a major supporter of independent renewable generators.

	 Coal	 Gas	 Nuclear	 Renewable	 Other	 CO ₂ g/kWh	 Radioactive waste g/kWh
EDF Energy's fuel mix	17.0%	0.0%	73.7%	8.3%	1.0%	161	0.0066
Contribution to our carbon emissions	96.4%	0.0%	0.0%	0.0%	3.6%		
UK average fuel mix	38.4%	27.7%	20.6%	11.3%	2.0%	470	0.0019

The figures for UK average fuel mix are provided by the Department of Energy and Climate Change (DECC).

The fuel source and carbon emissions associated with generating your electricity will vary, as seen in the table below, depending on the tariff or product you are on. The table covers our supplies to both residential and business customers.

EDF Energy's fuel mix per tariff or product	Coal	Gas	Nuclear	Renewable	Other	CO ₂ g/kWh	Radioactive waste g/kWh
Blue	0.0%	0.0%	100.0%	0.0%	0.0%	0	0.0090
Renewable	0.0%	0.0%	0.0%	100.0%	0.0%	0	0.0000
All other	18.1%	0.0%	74.6%	6.3%	1.0%	171	0.0067

Blue tariffs and products – all residential Blue+ tariffs, Blue+Business, Blue for Business and London 2012 Olympics & Paralympics (80%).

Renewable tariffs and products – residential Green Tariff, Business First Renewable, Renewable Business Saver, London 2012 Olympics & Paralympics (20%) and tariffs specified in business customers' contracts.

All other tariffs and products – tariffs not referred to as Blue or Renewable.

For more information on tariffs and products, go to our website at edfenergy.com/fuelmix

The low-carbon electricity that we buy for Blue or Renewable tariffs and products is supplied into the National Grid. Customers receive that electricity through the National Grid, not directly from low-carbon generators.



Important information (Principal 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 request a copy at any time by contacting us on **0800 096 9000** or going to edfenergy.com/tariff-info

Charges

Your prices are shown in the table on page 8. These won't change until 30 April 2015, when Blue+Price Promise April 2015 ends. You can terminate at any time by giving us notice. There are no early termination fees.

Direct Debit and payment scheme

If you pay by monthly Direct Debit we'll only review your payment amount in line with our Direct Debit rules. They're available at edfenergy.com/directdebitrules, and form part of these key terms.

If you don't pay in line with your payment scheme your contract may end or change. This could result in a change to your payment method and/or charges. You'll get at least 7 working days notice of this. If we make any other change 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.

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 often we review your monthly payment

We review your Direct Debit at least once every twelve months. We might review your amount sooner if we receive a meter reading or you request it, but this isn't guaranteed.

How your annual Direct Debit review works

When we review your monthly payment amount, we'll estimate the cost of your energy consumption up to the date of your next annual review, which will be shown on your bill. This estimate will be based on the energy you've used in the past (with adjustments for typical weather patterns), current energy prices and any other factors like existing debt on your account.

Why your Direct Debit amount might change

After we've completed the review, if your Direct Debit needs to increase or decrease by more than 5%, to cover your estimated annual energy cost, we'll let you know and make the necessary changes. We do this so that your payments don't change too often. This percentage may change from time to time, but you'll always be able to find the latest details on our Direct Debit pages.

How any credit or debt is reconciled?

After we've completed your annual review, if we find your account is in credit by more than £75 and this is based upon an actual reading, we'll refund you. If your account is in debt we will usually update your monthly payment amount. In exceptional circumstances we may collect the full amount you owe from your bank account. In these cases we'll try to get in touch at least 12 working days in advance.

If you want to pay your amount in full

Direct Debit Whole Amount Monthly/Quarterly 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 requested we'll use this to send you a bill for the amount we'll collect from your account for that month/quarter. 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 is calculated by working out 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 receive an annual statement showing how much energy you've used over the year – and how much you've paid.
- You can provide us with meter readings online or through our 'no queue' telephone service any time you like. Just call **0800 015 1736**. You'll also be able to pay the revised amount of the bill straightaway.

Full tariff rules for Blue+Price Promise April 2015

1. All customers (you, your) of EDF Energy Customers plc (we, us or our) who receive electricity only, gas or dual fuel via a Standard or Economy-7 credit meter may apply to transfer from their existing tariff to our Blue+Price Promise April 2015 tariff. This tariff is currently not available to prepayment customers.
2. If you are one of our existing energy customers, after we have received and checked your registration confirming that you want to join our Blue+Price Promise April 2015 tariff, we will update each of your accounts. We will write to you (by letter or email, depending on your chosen communication method) to confirm which accounts have successfully been updated to reflect the Blue+Price Promise April 2015 tariff and include your new tariff leaflet. You will not be able to benefit from any tariff rates connected with the Blue+Price Promise April 2015 tariff on any account until you receive our written confirmation.
3. If you are a new customer, once you have completed our contract sign-up process (either online, over the phone or through an in-store sales process), we will send you a contract pack within five days confirming the terms that will apply and your prices. You can cancel this contract at no cost during the 12-day cooling-off period, which begins on the day you complete our sign-up process. If you do not cancel your contract during the cooling-off period, we will start registering your energy accounts with us and let you know when this has been completed. There are also no cancellation or early-termination fees associated with the Blue+Price Promise April 2015 tariff.
4. The Blue+Price Promise April 2015 tariff will come to an end on 30 April 2015.
5. While you are supplied on the Blue+Price Promise April 2015 tariff, you will not receive any further price increases until after 30 April 2015.
6. By signing up to Blue+Price Promise April 2015, and giving us an email address, you agree for your account to be placed on paperless billing and communications, and for us to create a user account for you on MyAccount (our web-based energy account management system). You will then need to log in to confirm your password and validate (confirm) your email address before logging in to MyAccount. We will not send you bills, price alerts and other communications by post, but will make them available online at edfenergy.com/myaccount (or any other website we may tell you about). We will also send your price alerts to your email address. Each time your bill is ready to view online or there is other important information about your accounts to view, we will send you an email to the latest email address you have given us. Even if you are a MyAccount user, we may still need to send certain information to you by post. If at any

time you want to go back to paper-based billing and communications, please contact our Customer Services team on 0800 096 9000. We may monitor or record calls to this number as part of our customer-care programme. 0800 calls are free from UK landlines. Other operators may charge different amounts.

If you call us to choose paper-based billing and communications, and you then register or re-register for the MyAccount online account management service, we will place your account on paperless billing and communications. This means that we will no longer send your bills, price alerts and other communications to you by post. However, we will make them available to you online at edfenergy.com/myaccount (or any other website we may tell you about).

Price-alert service

7. Once we have begun to supply you on the Blue+Price Promise April 2015 tariff, you will receive a regular update about your product status compared with the market. So if we find that a supplier (including us) has released a new product which, based on:

- typical yearly consumption;
- current prices; and
- not including cashback, voucher or other indirect

financial benefits or rewards; would result in an estimated yearly energy bill that was at least £52 (including VAT) less than the equivalent yearly energy bill based on Blue+Price Promise April 2015 prices (which for the purposes of the product we would treat as being more than £1 cheaper a week), the following will apply.

- We will give you a price-alert notice no more than 10 days after we receive published prices from the relevant supplier.
- The price notice will set out the relevant supplier and name of the product which is believed to be cheaper and will provide a link to our Blue+Price Promise April 2015 webpage.
- Our Blue+Price Promise April 2015 webpage will allow you to carry out a free personal price comparison of the most competitive products in the market which we have identified compared with your current equivalent Blue product.

If you do not have access to the internet, you can get similar information by contacting us free on 0800 096 9000. We may monitor or record calls to this number as part of our customer-care programme. 0800 calls are free from UK landlines. Other operators may charge different amounts.

Unless we agree otherwise, we will send the price-alert notice to the latest email address you have given us as part of our MyAccount online management service. If you do not give us an email address, or you choose to receive paper communications, we will send your price-alert notice by post.

We cannot guarantee that products identified in our price-alert notice will still be available at the time you receive the price-alert service. However, you can still visit our Blue+Price Promise April 2015 webpage edfenergy.com/pricepromisealert at any time. Wherever reasonably possible, we will update this web page within two working days of receiving published prices from another supplier.

Typical yearly consumption is defined by Ofgem. As at the time of print it is 3,200kWh of electricity, and 13,500kWh of gas, or 4,600kWh of electricity for Economy 7 customers. If Ofgem changes their figures we'll update our Price Promise.

We will do our best to access other suppliers' published prices so we can send you other customer notices as soon as possible.

Low-carbon nuclear matching

8. We will make sure that by the end of the fuel-mix reporting year we will purchase an amount of low-carbon nuclear electricity that at least matches the total volume of electricity we have estimated that we have supplied to all Blue+Price Promise April 2015 customers in that period. We will calculate this on the same basis as we have calculated our fuel label which we have to publish under the Electricity (Fuel Mix Disclosure) Regulations 2005. However, we will not be legally responsible if events beyond our reasonable control prevent us from achieving this matching in any single fuel-mix reporting year. A fuel-mix reporting year begins on 1 April and ends on 31 March the following year.

General terms

9. If you sign up to be supplied on Blue+Price Promise April 2015 tariff, unless you tell us otherwise, we will transfer all your qualifying fuel accounts onto the Blue+Price Promise April 2015 tariff rates. We have included details of the unit rates for this tariff in this leaflet or we will have given them to you with the Blue+Price Promise April 2015 tariff supply contract. You can also get a copy by contacting us free on 0800 096 9000 quoting Blue+Price Promise April 2015. We may monitor or record calls to this number as part of our customer-care programme. 0800 calls are free from UK landlines. Other operators may charge different amounts.

10. Our Blue+Price Promise April 2015 tariff rates will apply to all energy you have used from the date we apply the Blue+Price Promise April 2015 tariff (or tariffs) to your account and until your accounts are withdrawn

from the Blue+Price Promise April 2015 tariff in line with these rules or your supply terms, for whatever reason. In these circumstances, the following bill you receive will show the charges for the period up to the withdrawal date (based on our Blue+Price Promise April 2015 tariff rates) and the period after the withdrawal date (based on the new tariff you are placed on). If we do not have an accurate meter reading, we will rely on an estimated meter reading to work out the charges. If after signing up to our Blue+Price Promise April 2015 tariff, you change energy supplier or (for whatever reason) take a supply on any tariff other than our Blue+Price Promise April 2015 tariff, we will immediately and permanently withdraw you from the Blue+Price Promise April 2015 tariff.

11. We will write to you between 42 and 49 days before 30 April 2015 to remind you that the Blue+Price Promise tariff is coming to an end. You can choose one of our other tariffs that are available at that time, or choose a tariff from another supplier if you prefer. If you do not choose another tariff during this period, we will arrange for your energy accounts to be automatically transferred on 1 May 2015 onto our cheapest evergreen tariff available at that time for your type of meter and payment method. We cannot guarantee that when this transfer takes place our cheapest available evergreen tariff will be the same price as Blue+Price Promise April 2015

12. To avoid any doubt, we will not increase your price until 30 April 2015. However, we will be allowed to change any other part of Blue+Price Promise April 2015 full tariff rules at any time by publishing the amendments on our website. All these changes will apply from the date we publish the change on our website. If, by law, we have to make any significant changes to the full tariff rules, we will let you know about the changes in writing and in line with the conditions of our supply licence. We can withdraw the Blue+Price Promise April 2015 tariff from sale at any time by telling our customers about this on our website. We will not accept any applications we receive after this date.

13. Registering for the Blue+Price Promise April 2015 tariff depends on you accepting these full tariff rules. Please do not try to register for the Blue+Price Promise April 2015 tariff if you cannot accept the conditions.

14. If you are on the Blue+Price Promise April 2015, it will not affect our ongoing rights under the terms & conditions of your relevant gas and electricity supply contracts. You can find these at edfenergy.com/tariff-info. These will always take priority over these rules if there is any difference between the two.

15. If you choose to pay by Direct Debit then our Direct Debit Rules apply.

Making a complaint

If we've let you down in any way, we're here to help you find a solution. If you'd like to make a complaint, you can call our complaints team (Monday to Friday 8am to 5pm) on **0800 051 1643** or, if calling from a mobile, **0113 820 7292**. Or, you can email us at complaintresolutionmanager@edfenergy.com or write to: Complaint Resolution Manager, EDF Energy Freepost RRYZ-BGYG-JCXR, 334 Outland Road, Plymouth, PL3 5TU.

If you're still unhappy, you can email our Customer Services Director Executive team at CSDirector@edfenergy.com or write to Customer Services Director, EDF Energy, Freepost RRYZ-BGYG-JCXR, 334 Outland Road, Plymouth, PL3 5TU.

If you're still not satisfied after following this process, you can contact the Ombudsman Services: Energy on 0330 440 1624 (Monday to Friday 9am to 5pm) or visit os-energy.org.uk for a free and independent review of your concerns.

If the Ombudsman finds that we have not acted correctly, they will make recommendations on how we can put this right.

This might include the following:

- an apology or explanation
- compensation
- any other relevant action.

To view our full procedure for handling complaints or to find out information on visiting one of our business premises, go to edfenergy.com/makingacomplaint

Citizens Advice Consumer Helpline

The Citizens Advice Consumer Helpline provides free, independent, confidential and impartial advice on consumer issues. Visit adviceguide.org.uk or call the Citizens Advice Consumer Helpline on 08454 04 05 06.

0800 calls are free from UK landlines. Other operators may charge different amounts.