

BLUE+HEATING PROTECT

TARIFF FEATURES AND BENEFITS

Thanks for choosing Blue+Heating Protect – we think you've made a great choice. It's really important for us to stand out from our competitors and do the right thing for our customers.

- 
Fixed prices
 You're guaranteed to have no price rises with Blue+Heating Protect for the length of the tariff
- 
FREE boiler and heating cover
 Free for first 12 months and subject to terms and conditions
- 
Blue
 Electricity 100% backed by low-carbon generation
- 
No exit fees
 We won't charge you a fee to leave

IMPORTANT INFORMATION (KEY TERMS)

We've tried to summarise what we believe to be the key terms, but they're all important and you may have a different view of what is most significant to you. That's why it's important you read our full terms and conditions and let us know if you have any questions. We'll send updated copies at least once every 12 months, but you can ask for a copy at any time by contacting us on **0800 096 9000** or going to edfenergy.com/tariff-info. Your full Insurance Policy documents will be sent to you by your Provider separately.

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 **Blue+Heating Protect tariff** ends. You can end this contract at any time by giving us notice. There are no exit fees for leaving the tariff however, if you do leave the tariff (with either one or both fuels) within the first year your insurance cover will be cancelled and you will be notified in writing by the Provider.

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 terms.

We review your Direct Debit at least once every 12 months (your 'annual review'). We might review your amount sooner if we receive a meter reading or you ask us to, 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 to us but these one-off payments will be taken into account at each review.

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 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.

BLUE+HEATING PROTECT

We cannot offer any advice about the insurance package and you will need to decide for yourself whether or not it meets your needs. If you already have boiler breakdown cover you should compare benefits before signing up to this offer. The Principal Terms of the insurance cover are

The policy covers the failure/breakdown of your standard domestic mains gas boiler, standard radiators, controls and thermostats. It provides cover for up to, 3 claims during the year, and a maximum of £500 per claim. If you need to claim, you will have to pay the first £50 of each claim. The policy is underwritten by Great Lakes and administered by our insurance partner Intana. Cover will start on your tariff start date and will run for 12 months. Please note that this policy is only available to customers who take supply of both gas and electricity on Blue+ Heating Protect tariff and pay for both fuels by direct debit. If you are no longer eligible to be covered under this policy, or if you change supplier, we may cancel the Protect insurance policy during this free period. If you wish, you may also cancel the insurance policy at any time. Cancellation of your Protect insurance policy will not affect your energy prices or energy tariff and no refunds will be made as no premium has been paid.

At the end of the 12 month period, Intana will write to you and offer a further 12 months cover at £11.19 per month. You will be able to continue with the insurance or cancel your cover at this point.

There are other terms and conditions that apply and these will be sent to you once your cover has been set up.

You will receive your full insurance policy documents and certificate from Intana within the next 30 days. If you need to contact Intana in the meantime, you can call them on 01444 442667

DIRECT DEBIT RULES

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

BUDGET DIRECT DEBIT

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

REVIEWING YOUR DIRECT DEBIT PAYMENTS

HOW WE CALCULATE YOUR DIRECT DEBIT

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

HOW BUDGET DIRECT DEBIT REVIEWS WORK

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

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 for you and we find your account is in credit, we'll refund you. If your account is in debt, we'll usually update your monthly payment amount to split the amount you owe across the following 12 monthly payments. 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 beforehand.

IF YOU WANT TO PAY YOUR AMOUNT IN FULL

DIRECT DEBIT WHOLE AMOUNT EVERY MONTH OR EVERY THREE MONTHS – HOW IT WORKS

- Every month/three months you'll get a reminder from us asking you to read your meter or pay your regular payment amount.
- If you give a valid meter reading by the date we ask you to, we'll use this to send you a bill for the amount we'll collect from your account for that month or three months. So you can be sure you're paying for your actual use.
- We'll also check your regular payment amount to make sure it's set correctly and that you're paying for what you use.

- If you don't give us a reading, we'll ask you to pay a 'regular payment amount' which we work out by calculating how much energy we expect you to use in a year and dividing this into 12 equal payments. We look at any meter readings you've sent us or we've taken for you – if a meter reader visits your property for example. If you have less than two meter readings for your account, we will look at the size of your home and how you use your energy to make sure you're paying the right amount.
- If you change your tariff, we'll check that your regular payment amount is set correctly.

- If you don't send us a meter reading, we'll collect the amount shown on the regular payment amount.
- You will receive a statement each year (known as your annual summary), showing how much energy you've used over the year – and how much you've paid.
- You can give us meter readings online or through our 'no queue' telephone service any time you like. Just call **0800 015 1736**. You'll also be able to pay the revised amount of the bill straightaway.

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 Blue+Heating Protect 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; or
- 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 that we 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.

'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 metering point administration service 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.

'we', 'us', 'our' – EDF Energy Customers plc, registered office: 40 Grosvenor Place, London, SW1X 7EN, company number 02228297 (trading as EDF Energy).

'Property' – the house you live in and is used for domestic purposes only

'Provider' – Collinson Insurance Services Limited trading as Intana, Sussex House, Perrymount Road, Haywards Heath, West Sussex RH16 1DN on behalf of the Insurer.

'Insurer' – Great Lakes Reinsurance (UK) SE

'You' – the policy holder and EDF Energy customer.

'Cover' Insurance as detailed in your policy document from the Provider

'Your Blue+Heating Protect Tariff' – the Blue+Heating Protect tariff

Additional terms

The following terms (A-N) relate specifically to the heating cover included in the Blue+Heating Protect tariff for the first 12 months provided by Intana.

A. To be eligible for Blue+Heating Protect and Insurance Cover, you must meet the following criteria;

- Be supplied by both gas and electricity on your Blue+Heating Protect tariff
- Be the homeowner and occupier of the supplied Property and responsible for paying the bills at that Property
- Agree to pay all charges due under this contract by Direct Debit
- Have a domestic boiler to be powered by mains gas

If your eligibility criteria changes either by changing energy supplier, changing your energy tariff, moving home or any other eligibility change your Blue+ Heating Protect insurance may be cancelled by Intana.

B. You will receive full details of your first year's free cover from the Intana within 10 days once the switch to your new EDF Energy tariff is complete. The second year's cover will cost £11.19 a month which will need to be paid to the Intana by Direct Debit. Shortly before the expiry of your 12 month's free cover Intana will request your bank details to set up your insurance renewal.

C. Your cover will begin on the date you are live on supply with both your electricity and gas for your Blue+Heating Protect tariff.

D. There are no tariff exit fees, however if you change energy supplier or tariff or change any other eligibility criteria, the insurance cover may be cancelled by Intana

E. If you notify us prior to the tariff end date that you no longer live in the Property you may take your Blue+Heating Protect tariff to the new property. You will continue to be covered by the Cover if you notify us of moving into your new Property within 30 days of your move in date. If you don't notify us within 30 days the provider may cancel the Cover.

If you no longer meet the criteria for this tariff, the insurance cover will be cancelled and you will be notified in writing by Intana.

F. At, or before the end of the first 12 months of your cover, you will receive a renewal notification from Intana. You can continue or cancel your cover at this point.

G. Cover provided includes repairs up to a maximum of £500 per claim with up to 3 claims permitted in any 12 month period. You will be responsible for the first £50 of any claim. Any questions or claims relating to your cover should be directed to the Intana on 01444 442668. Full details can be found on your Policy document.

H. Cover includes your domestic boiler powered by mains gas, your central heating system, heating controls and thermostats. Full details of cover will be included within your policy document.

I. If you have boiler insurance for your heating system with another provider, please compare the benefits before signing up to Blue+Heating Protect

J. If you are not satisfied with your insurance policy for any reason, you may cancel it within 14 days of taking it out or receiving your policy documents, whichever is the later. If you wish to cancel your policy please contact Intana Customer Services on 01444 442667. Cancellation of your insurance policy will not affect your Blue+Heating Protect tariff with EDF Energy and will not result in any refund or reduction in your tariff.

K. EDF Energy Customers plc is an appointed representative of Collinson Insurance Services Limited which is authorised and regulated by the Financial Conduct Authority.

1. Introduction

1.1 This is a contract for us to supply energy to you. By entering into it you agree to keep to its terms. Please read it carefully so you understand your responsibilities. 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 us on 0800 068 8257 and we'll explain what you need to do.

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're 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 within 21 days after we have given 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, 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.

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 we may change your tariff to one that we consider appropriate (which may affect your prices). We will not be responsible for any fault relating to metering equipment we do not own or that has not been provided on our behalf. You should call us if you are not sure if your metering equipment is appropriate.

2.4 If you have a 'smart meter' that we can read without coming to your premises, you agree that:

- (a) 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 or disconnect your supply (or both); and
- (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.

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 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 of your energy use.

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 the charges (a 'security 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 or replacing any metering equipment.

3.4 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 phone 0800 096 9000 or visit edfenergy.com/additionalcharges.

Energy prices

3.5 The charges for your Blue+Heating Protect tariff are set out in your Tariff Information Label which you should have received as part of your contract letter. The charges which apply to you depend on your supply area, the type of your meter, payment method and the structure of your tariff.

3.6 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 Blue+Heating Protect tariff will not change until the end date.

3.7 If you're already an EDF Energy customer and are changing your tariff, you won't receive the benefits of your new tariff (for example its prices) until we process

the change. We'll write to you to confirm when this will happen.

- 3.8 The Blue+Heating Protect tariff is only available if you have a standard credit meter or Economy 7 credit meter for the energy you want us 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.

Low-carbon electricity

- 3.9 At the end of each fuel mix reporting year we'll make sure we've bought enough low-carbon nuclear electricity to match the total volume of electricity supplied to all of our customers on the Blue+Heating Protect tariff. A fuel mix reporting year begins on 1 April and ends on 31 March the following year.

4. Changes to terms

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

Our right to change terms

- 4.2 We are allowed to change all terms of supply at any time, as long as the change is not to your disadvantage. Any changes will apply from the date we publish them on our website. **If you don't pay as you agreed, your charges may change.**
- 4.3 If you have a debt which is still not paid after 28 days or if you fail to keep to any payment scheme we agree with you, we may change your payment method (which could involve changing your meter too). Or we may treat this as you giving us notice to end your contract under clause 7.1. In either case, if you continue to take energy from us, this could, result in your charges changing. If this happens, we'll give you seven working days' notice, explaining what changes will be made and why.
- 4.4 If you or we end this contract and we continue to be your registered supplier, you may move to our 'deemed contract scheme', which has different prices and terms and conditions. These are available at edfenergy.com/dt. If this happens, or if we change your contract under clause 4.3, you will no longer benefit from features such as our Price Promise, any fixed-price period, or any guarantee that your energy comes from any particular type of generation.

Your right to change terms

- 4.5 You are allowed to change any of the following terms at any time.
- (a) Payment method – if your meter is not a prepayment meter, you may change your current tariff from cash or cheque to Direct Debit payment (as long as you give us a valid Direct Debit mandate), and vice versa.
- (b) Type of meter – as long as you have paid all charges due for your energy and your tariff supports your chosen new meter, you may change your current tariff from standard metering to multi-rate (for example, Economy 7) metering, and vice versa
- (c) Moving home – if you move home and the payment method and meter type at your new home support your existing tariff, you may change the premises being supplied to your new premises. If you decide to do this, you must tell us which fuels you want us to supply at your new premises so that we can apply to become the registered supplier for those fuels.
- 4.6 To do any of the above you need to ask us. If you do, the changes will apply once we have processed your request. Your charges may change as a result, and you agree to this. You may also have to pay costs associated with changing your meter. We will explain any changes to your charges and any extra costs to you at the time.

Ending a tariff

- 4.7 Between 42 and 49 days before the end date we'll write to remind you that your Blue+Heating Protect tariff is ending. You can then:
- (a) switch to one of our other tariffs, as long as your new tariff is already available or becomes available within 20 working days of the end date (if you do so we'll tariff prices until you move onto your new tariff);
- (b) switch to another supplier (as long as they formally let us know within 20 working days of the end date that they will become your registered supplier within a reasonable period, we'll let you stay on your Blue+Heating Protect tariff prices until your switch goes through); or

(c) if you don't do (a) or (b), we'll arrange for your energy accounts to be automatically transferred on the end date to our Standard (Variable) tariff we offer based on your current type of meter and payment method. We'll include our current Standard (Variable) prices for that tariff when we write to you.

5. Billing

- 5.1 We will give you a bill or statement at least once a year, but we may send you a bill or statement at any time, or in line with your agreed payment scheme.
- 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 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.
- 5.3 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.

6. Payment

- 6.1 You must pay your bill by the due date on the bill (or if a due date is not given within 14 calendar days of the bill date) using the payment method we have agreed with you.
- 6.2 If you have a debt which is still not paid after 28 days or if you fail to keep to any payment scheme we agree with you, 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 on your energy account:
- (a) with a previous supplier to us;
- (b) with us to a new supplier; or
- (c) for other accounts you have with us to pay off any other 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. You must pay Green Deal charges using the same payment method as you pay for your energy. You cannot choose a different method.
- 6.5 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.

Direct Debits

- 6.6 If you want to pay for your energy by Direct Debit, we need to agree the initial fixed amount you need to pay 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 when you make any extra 'one-off' payments, but at each review we will take account of one-off payments you have made.
- 6.7 Whenever we review your Direct Debit, we'll estimate the cost of the energy you will use (your 'estimated annual energy cost') up to the date of the next annual Direct Debit review date. This will be based on your past energy use, current prices, and any debt or credit on your account. If your Direct Debit needs to change by more than a 'specified (set) percentage' to cover your estimated yearly energy cost, we'll let you know and make the changes. To avoid changing your payments too often, we won't adjust your Direct Debit if it would result in a change of less than the specified (set) percentage.
- 6.8 If, on the date we review your Direct Debit your account is in credit, we'll refund the amount you are in credit once you've given us your own meter reading. 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 the 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).
- 6.9 Apart from where you or we change the way you pay our charges under clause 4.3 or 4.5, if you choose 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 write to you, explaining what has 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 prices for your current tariff. You can find the current cash/cheque prices for your current tariff by viewing the relevant tariff information label at edfenergy.com/til, or by calling us.

Debt

- 6.10 If we agree a payment scheme with you, you must pay charges in line with it. If not, we can withdraw it and all outstanding charges will then be due in full.
- 6.11 If you don't pay our bills in the way we've agreed, we can ask you to pay by another method and this may increase the price you pay for your energy (see clause 3.3). If this means we fit a prepayment meter, clause 2 will apply, and you may be responsible for the costs, which we'll tell you about at the time.
- 6.12 We have the right to charge you interest if you are late paying any debt you owe us. This will be at a yearly rate of 8% above the Bank of England bank lending rate at the relevant time.
- 6.13 If your contract ends and you do not pay the charges due under the contract within 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.

7. Ending your contract

- 7.1 From the day after signing up with us, you have a 14 day cooling-off period during which you can cancel this contract at no cost. You can also end this contract with us at any other time by:
- (a) asking another supplier to become your registered supplier (your new supplier should then formally contact us and this contract will end when they become your registered supplier); or
- (b) giving us notice as set out in clause 6.2. If you do this, you will still be responsible for paying our charges for the period we are your registered supplier. If we continue to be your registered supplier after you try to end this contract, unless you agree a different contract, you will move onto our deemed contract scheme.
- 7.2 If you use your right under clause 4.5(c) and want to stop taking one of the fuels we supply (for example, you go from dual fuel to electricity only), you may do so if:
- (a) another supplier becomes your registered supplier for that fuel; or
- (b) your new premises do not receive a supply of that fuel (for example, if your new premises is not connected to the distributor's system) and you do not arrange for it to start receiving one. In these cases, this contract will no longer apply to the relevant fuel.
- 7.3 Unless you use your right under clause 4.5(c), if you change premises you must give us notice so we can end this contract. If 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 responsibilities to 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 written notice except if we are acting under clause 7.6 (in which case, we do not need to give you any notice).
- 7.6 We are entitled to end this contract immediately in any of the following circumstances.
- (a) You do not keep to any of its terms.
- (b) You no longer own, rent or use the premises.
- (c) You have any form of bankruptcy or insolvency proceedings brought against you.
- (d) We reasonably believe that you have stolen energy or deliberately interfered with any metering equipment.
- (e) There is a risk of danger to you or others if we continue the supply.
- (f) Circumstances beyond our reasonable control mean we are not able to carry out our duties under this contract (for example, anything any other energy supplier, distributor, or other person does or fails to do).
- (g) We are no longer licensed as an energy supplier or are asked to stop supplying you by Ofgem or another industry regulator.
- (h) You have chosen to pay by Direct Debit but fail to use that payment method and have not changed your payment method under clause 4.5. We have this right even if you don't have a debt on your account.
- (i) Ofgem issues a direction to another supplier telling them to take over the supply to your premises, including in circumstances where Ofgem has decided that there has been an event, or a situation has arisen, which means it is allowed to take away our supply licence; and has decided to do so.

- 7.7 If we're entitled to prevent energy being supplied to you under the contract (including disconnecting your premises), you agree to let us (and our agents) into your premises at all reasonable times to do this.
- 7.8 Ending your contract will not affect any rights and responsibilities you or we had before the contract ended, or which are due to come into force under that contract or to continue after the date it ended.
- 7.9 If you are responsible for paying Green Deal charges, your responsibility continues after this contract ends and your new supplier will collect your Green Deal charges when they take over your supply.

8. Limits to our legal responsibilities

- 8.1 We are only legally responsible to you as set out in these terms and conditions. We have no other duty or legal responsibility to you, and all responsibilities, guarantees and any other conditions implied by law or otherwise will not apply, as far as this is allowed by law.
- 8.2 We will not be legally responsible to you for any event or circumstance beyond our reasonable control.
- 8.3 We are not legally responsible to you in any way for any indirect or direct loss of income, business or profits, or for any other loss or damage that could not reasonably have been expected at the time we entered into 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).
- 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 legal duty under Part 1 of the Consumer Protection Act 1987 or for fraud.
- 8.6 This clause applies even after this contract has ended. As far as it excludes or limits our legal responsibility, it takes priority over any other contract term.

9. Other conditions that apply

- 9.1 We can transfer all or any of our rights and legal responsibilities under your contract without your permission by giving you written notice (unless we are acting under clause 7.6, in which case we do not need to give you any notice).
- 9.2 Your rights and duties under this contract apply only to you and cannot be transferred to any other person without our written permission.
- 9.3 If we don't enforce any part of this contract at any time, this will not stop us from doing so in the future.
- 9.4 To help us improve quality, we may monitor and record calls that you or we make in relation to customer services and telemarketing.
- 9.5 If you need to give us notice under this contract, you must follow our instructions in any related communications on how to provide that notice. You may communicate any general notices to us in writing to the address shown on your contract, by email to CP@edfenergy.com or by phone on 0800 096 9000 (or 0800 015 1733 if you are a prepayment meter customer).
- 9.6 If when you first entered into a contract with us you confirmed your agreement to receiving bills, notices and communications from us online or by email (including choosing a version of a product that is clearly described as supported by online account management only), we will initially set up your account so that all bills, notices and other communications we have to send you under our supply licence are provided to you electronically through our MyAccount service, or if appropriate by email. These could include notices relating to: price changes, information about tariffs coming to an end, responses to complaints or questions, and other information about our legal responsibilities to you. It will also include bills, annual statements, and initial reminders about any outstanding debt on your account. We may still send you any of these things by post if we decide it is appropriate to do so. If at any time after your account is set up on this basis you no longer want to receive this communication electronically, and instead receive them by post, you can contact our Customer Services team on 0800 096 9000 to do so or change your account settings through our MyAccount service.
- 9.7 These terms and conditions, the contract letter and any other documents we refer to make up the whole contract for the service between you and us.

- 9.8 We will not break any term of this contract by acting in line with any rights or carrying out any duties under our supply licences or any other relevant industry agreements or laws.
- 9.9 Nothing in this contract affects our rights under our energy-supply licences or other relevant laws.
- 9.10 If any term of this contract is found not to be valid or cannot be enforced in full or in part, the rest of the contract will continue to apply as normal.
- 9.11 The laws of England apply to each contract with 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.

10. Advice and complaints

- 10.1 If you have concerns we'd like to help. To contact our complaints team (8am to 5pm, Monday to Friday) call 0800 051 1643 or 0113 820 7292 (from a mobile) or email complaintresolutionmanager@edfenergy.com or write to: FREEPOST: EDF ENERGY – COMPLAINTS RESOLUTION MANAGER. If you're still unhappy, you can email our Customer Services Director Executive team at CSDirector@edfenergy.com or write to: FREEPOST: EDF ENERGY – CUSTOMER SERVICES DIRECTOR.
- 10.2 If you're still not satisfied, you can contact the Ombudsman Services: Energy on 0330 440 1624 (9am to 5pm, Monday to Friday), or visit ombudsman-services.org/energy for a free and independent review. 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.
- Citizens Advice consumer services also provide impartial advice. You can find our full procedure for handling complaints and information on visiting us at edfenergy.com/makingacomplaint.
- 10.3 You can get guidance on your consumer rights from Consumer Advice, whose advice is prepared by the National Consumer Council. If you'd like a copy of the latest version of the Energy Consumer Guidance and Concise Guidance published by the National Consumer Council (Consumer Focus) under the Consumers, Estate Agents and Redress Act 2007, you can find a copy on their website at ncc.org.uk

11. National terms of connection – electricity

- 11.1 You accept that under this contract we are acting as your electricity supplier and are acting on behalf of your electricity network operator to make an agreement with you. The agreement is that you and your network operator both accept the National Terms of Connection (NTC) and agree to keep to its conditions. This will happen from the time that you enter into this contract and it affects your legal rights. The NTC is a legal agreement. It sets out rights and duties in relation to the connection your network operator uses to deliver electricity to, or accept electricity from, your home or business. If you want a copy of the NTC or have any questions about it, please write to Energy Networks Association, 6th Floor, Dean Bradley House, 52 Horseferry Road, London, SW1P 2AF. Or, you can phone 020 7706 5137 or see the website at connectionterms.co.uk
- 11.2 You accept that if we also provide you with gas under this contract, we have entered into an arrangement with your gas shipper in order to provide you with a gas supply. If your gas shipper suspends your supply for a period of time because of a gas shortage, we will pass on any compensation payment due to you as soon as possible after we receive the payments from the gas shipper.

12. Supply characteristics - electricity

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 declared 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 respect your privacy and this information policy explains how we will use your information and contact details in connection with supplying energy. By taking services under this contract, you agree to us using and

sharing your information in line with this policy. You agree that we may use the information and contact details you give us or use with us, and the contact details provided when you contact us, to do any of the following things. You must promptly give us, free of charge, any extra information we need to do these things.

- (a) To set up, monitor and manage your account. This includes information needed to carry out our rights and responsibilities under this contract or any relevant agreements and registrations, to transfer your account to another supplier, or to sell any of our businesses. This also includes sharing information about your account with any of our agents and other organisations and people who we use to help run our businesses (for example, meter readers).
 - (b) To collect Green Deal charges from you if relevant. We'll process your information in line with Green Deal, including recording Green Deal charges and payments collected and sharing your information with others if needed (for example, other people involved in your Green Deal plan and organisations including the Secretary of State for Energy and Climate Change, regulators and other law-enforcement organisations).
 - (c) To take a security deposit, carry out credit checks, trace and recover debt, and help prevent fraud and loss. We'll use this information to check your details with relevant agencies (for example, relating to preventing fraud and money laundering). If you give us false or inaccurate information or we suspect fraud, we'll record this. We'll also use this information to help make decisions about credit and related services (for example, insurance proposals and claims) for you and members of your household.
 - (d) To help us to improve the way we run any existing and future accounts, services and products and to tell you about improvements and new products and services. This includes information we need to help train our staff, take part in government or industry initiatives (for example, projects to tackle fuel poverty, improve energy efficiency or other social or consumer interests), or create statistics, test computer systems, analyse customer information (including your energy usage on a half-hourly basis and your purchasing information) so we can use it to provide offers or advice to you.
 - (e) To keep to all relevant laws, regulations, industry codes and government instructions, and to deal with any complaints.
 - (f) To send you information about your account (which may include personal information). This means that if you provide any email address or text number, or contact us by email or text message, you are giving us permission to send your account information to these contact details. If you need to update your contact details or how you would prefer us to contact you, you can do this online in MyAccount or by contacting Customer Services.
- 13.2 You agree to us sharing your information with other people or organisations in relation to the purposes we've set out above. This includes sharing your information with anyone you have a joint bank account (for any Direct Debit you have) or joint energy account with. We may also exchange information between any of your energy accounts or any of the companies in our group, and if we need to change agents (for example, meter readers) they may also need to share your details with the agent replacing them, and you agree to that.
- 13.3 If you have any questions about the information we are holding about you and how we use it, or believe that the information we have about you is wrong or needs to be updated, please call 0800 096 9000 from 8am to 8pm Monday to Friday, or from 8am to 2pm Saturday. You can ask for a list of the people who will process personal information in relation to Green Deal from the Panel Secretary appointed by the Secretary of State for Energy and Climate Change.
- 13.4 Blue+Heating Protect tariff can be withdrawn from sale at any time and is available for a limited time only. Any personal data collected during this process will be stored and processed in accordance with our Privacy Policy.

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.

edfenergy.com

We may monitor and record calls to improve our service. Calls to 0800 and 0808 numbers are free of charge from all consumer landlines and mobile phones.

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).

Correct at time of print: February 2017



EDF ENERGY BLUE+HEATING PROTECT POLICY SUMMARY



keyfacts[®]



EDF Energy Blue+Heating Protect is provided by Intana

This is a summary of the cover provided under the EDF Energy Blue+Heating Protect Policy. This summary does not contain the full terms and conditions of the cover which can be found in the contract of insurance on page 3 of this document. It is important that you read the full policy document carefully.

Insurer

The insurer of this policy is Great Lakes Reinsurance (UK) SE. Benefits and services under this policy are provided by Collinson Insurance Services Limited trading as Intana. Great Lakes Reinsurance (UK) SE is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. Collinson Insurance Services Limited is authorised and regulated by the Financial Conduct Authority. The above details can be checked on the Financial Services Register at www.fca.org.uk/register.

Type of insurance cover provided

This is a boiler breakdown insurance which covers your home's gas boiler, your central heating system, heating controls and thermostats against certain breakdowns. The table below summarises the cover that applies.

Significant features and benefits of Blue+Heating Protect

Eligibility

To be eligible for this insurance, your home must be owned and occupied by you and it must be heated by a domestic gas fired boiler (see Eligible Properties)

If you do not own your own home, your landlord should be responsible for any repairs to the boiler and central heating system. You must remain on the same tariff and payment type for both fuels with EDF Energy throughout the whole period of free cover. If you do not, we may cancel your policy.

Examples of what we will pay for (see "what is covered")

We will pay up to £500 for the necessary repair or replacement of:

- standard parts fitted inside the boiler casing, controls, programmers and thermostats, selector and radiator valves, a single water circulating pump and easily accessible above ground internal pipe work.
- a single, standard hot water cylinder less than 90 centimetres by 45 centimetres (36 inches by 18 inches).

Examples of what we will not pay for (see "what is not covered")

- the first £50 of each claim (you will need to pay this to us at the time of arranging assistance).
- More than three breakdowns in any one period of insurance.
- any insulation jacket or immersion heater, non-standard water cylinders unvented cylinders, or water tanks.
- Any repair or replacement of designer or cast iron radiators, non-standard radiators, towel rails or radiators longer than 1.5 metres (5 feet).
- clearing air locks, unblocking pipes or correcting poor circulation or balancing radiators.
- any work to repair damage caused by rust, sludge, hard water scale, corrosive water or water with a high chemical content.
- fuel lines to the boiler, this includes gas leaks between the gas meter and boiler.

Significant or unusual exclusions and limitations

There are some situations which you are not covered for, these generally involve anything you already know about or that is caused by deliberate or careless acts on your part. Full details of these are given in the policy document. The most significant exclusions of this policy are set out below. You need to check the policy document for full details as there may be other exclusions that are significant to you.

What is not covered

1. Any repair to your Boiler if this will cost more than replacing it with a new one or if suitable replacement parts are not available - see Beyond economic repair on page 5.
2. Routine or regular maintenance that you are responsible for, this includes:
Venting radiators, turning the boiler off, lighting pilot lights and changing time switches - see What is Not Covered on page 5.
3. Any loss, damage or breakdown that you knew about before this policy started – see General Exclusions 1 on page 6.
4. Any damage that may be caused to your home, its fixtures and fittings or its contents. This includes:
 - (i) redecorating your home;
 - (ii) restoring the building to its original condition;
 - (iii) replacing ceilings, flooring, plaster, tiles or carpets - see General Exclusion 4 on page 6.
5. Any claim when your home has been left unoccupied for 60 days or more at one time – see General Exclusion 10 on page 6.

How much we will pay

Unless it will cost more to repair your boiler than it will to replace it, we will pay for all call out charges, labour and covered parts up to a maximum of £500 for each claim and up to three claims in any period of insurance. You will be responsible for the cost of any repair or replacement that you decide to carry out if your boiler is beyond economic repair.

Duration of cover

This policy of insurance will run for the period shown on certificate of insurance.

Cooling off period

You have the right to cancel your policy of insurance within 14 days from the date of issue or receipt of your policy terms and conditions, whichever is the later. We will refund to you any premium you have paid and we will recover from you any payments we have made.

Making a claim under your policy

In the event you need to make a claim, please phone 01444 442668. We will then advise you how to proceed and protect your property.

Your right to complain

We aim to always give a first class service. However, we do realise that there are times we may not meet the high standards you expect from us. If you have a concern about any of our products or services, please tell us. We want to put things right - first time. Your comments may help us improve our services. If you want to make a complaint you can contact us:

- by post - send a letter to: Quality Department, Intana, Sussex House, Perrymount Road, Haywards Heath, West Sussex, RH16 1DN.
- by telephone - call us on 01444 442 667.
- by email - send an email to quality@intana-assist.com.

We will aim to provide you with a full response within four weeks of the date we receive your complaint and our response will be our final decision based on the evidence presented. If for any reason there is a delay in completing our investigations, we will explain why and tell you when we hope to reach a decision.

If you do not agree with our final response, or if we do not reply within eight weeks, you may be able to refer your complaint to the Financial Ombudsman Service at The Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London E14 9SR or telephone 0800 0 234 567 or 0300 123 9 123. The Financial Ombudsman Service deals with complaints about insurance policies. It is entirely independent and its services are free to you.

Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the FSCS, if we are not able to meet our obligations. For more details please visit the FSCS website at www.fscs.org.uk.

EDF ENERGY BLUE+HEATING PROTECT CONTRACT OF INSURANCE



Welcome to your Blue+Heating Protect Cover

Thank you for taking out EDF Energy Blue+Heating Protect. We believe our products will help you continue enjoying the benefit and reassurance of living in your own home.

The details you have given us will help us offer the benefit and services set out:

- in this document;
- in your certificate and
- in any endorsements we have sent you.

Please read all of these documents carefully so you know what you are covered for. If you have a nominated person, please ask them to read these documents as well. This is important, especially if you need to make a claim. If you have any questions or need to change any details, please call us on 01444 442667.

These documents also tell you what to do if you need to make a claim. Please keep them in a safe place

Making a claim

To make a claim, please check all your documents to make sure you are covered. Then telephone 01444 442668 straight away. To speed up your claim, please make sure you can tell us:

- Your Policy Number;
- Your name and address including the postcode;
- Why you are claiming.

Eligible properties

We will cover your home which is a house, bungalow, self-contained-flat or maisonette that is owned and occupied by you and at which you are responsible for paying the cost of any gas or electricity used.

We will not cover:

- detached garages;
- sheds;
- other outbuildings;
- shared areas of your home, for example hall and stair areas that others are allowed to use;
- your home if more than half of the rooms are used for business;
- bed-sits;
- council properties;
- Northern Ireland Housing Executive (NIHE) properties;
- sub-divided or sub-let properties; or
- residential or nursing homes.

Meaning of words

Certain words and phrases have a particular meaning whenever they are used in this policy or in your certificate. Every time we use one of these words or phrases, it will always have the meaning shown below.

Approved Contractor	means a qualified Gas Safe engineer who we regularly check and have agreed can repair your boiler.
Breakdown	means an electrical, mechanical or permanent fault which causes the failure or burning out of any part covered by this policy.

Boiler	means the gas fired boiler that is shown on your certificate
Certificate	means the separate document we send you that includes details about you and what you are covered for. Your certificate will include your name and address, the period of insurance, the cover level you have chosen, etc.
Endorsement	means a change to the policy which we write and tell you about.
Geographical Limits	means the mainland of England, Scotland, Wales and Northern Ireland plus the Isle of Wight, the Isle of Man and the Channel Islands.
Home	means the building shown on the certificate that you have told us is where you live most of the time; and used only or mainly for your domestic needs.
Nominated Contact	means the person you have asked us to contact, or who may contact us on your behalf if you need to make a claim.
Period of Insurance	means the period between the start date and the end date shown in your certificate and for which you have paid the premium.
Policy	means this document along with the most recent certificate and any endorsements.
Premium	means the amount you pay for this policy.
Unoccupied	means not been lived in by you, your family, or anyone else with your permission.
We/Us/Our	Collinson Insurance Services Limited trading as Intana, Sussex House, Perrymount Road, Haywards Heath, West Sussex RH16 1DN and acting on behalf of your insurer.
You/Your	the policyholder named on the certificate and members of their household normally living with them.

Collinson Insurance Services Limited, trading as Intana, are authorised and regulated by the Financial Conduct Authority.

Understanding your policy and how your cover works

This policy does not cover normal day-to-day maintenance. You will have to pay for regular servicing of your boiler and to replace items which normally wear out.

This is an assistance policy that protects homeowners in case their gas boiler, central heating system, heating controls or thermostat stop working and need to be repaired. It gives access to our nationwide network of approved contractors. They are available 24 hours a day to deal with any problem covered by your policy and make your boiler safe.

We will give this service at any time:

- during the period of insurance; and
- within the Geographical Limits; and
- as long as you have paid what we have asked.

Our aims

We aim:

- to give quick, expert help whenever your boiler breaks down; and
- to get an approved contractor to you as quickly as possible, every time.

Occasionally, there may be a delay when providing this service. This is most likely to happen if:

- you live in a remote area; or
- there is bad weather.

We cannot be responsible for any delay caused by a manufacturer, supplier or their agents. This includes any delay in them delivering spare parts, etc.

Using your details

We will use the information you have given us to underwrite your policy and keep it up to date. We will also use it to deal with any claims you make. We will make sure we keep this information safe and confidential and not keep it any longer than we have to.

We will only give your information to someone else:

- if the law lets us;
- to prevent fraud;
- to deal with any claims you make; or
- if you tell us we can.

You have a legal right to receive a copy of any information that we hold about you. To see this information, please write to:

Customer Contact Centre Manager, Intana, Sussex House, Perrymount Road, Haywards Heath, West Sussex RH16 1DN.

You must pay a fee before we provide the information. We will tell you the current fee when you write to us.

We record telephone calls to make sure that we provide our customers with a quality service.

Your insurer

Your insurance policy is underwritten by Great Lakes Reinsurance (UK) SE, Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ.

Great Lakes Reinsurance (UK) SE is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. The above details can be checked on the Financial Services Register at: www.fca.org.uk/register.

The law that applies to this policy

Unless we agree differently, this policy is governed by the law of England and Wales.

Cancelling and renewing your policy

Your right to cancel – cooling off period

You can cancel this policy at any time during the cooling off period. That is, within 14 days of

- buying this policy; or
- receiving your policy documents; whichever is later.

When you cancel your policy during this cooling off period, we will

- refund any money you have paid; and
- claim back from you any payments we have made.

How to cancel your policy

If you want to cancel your policy, please call us on 01444 442 667, email us at edfenergy@intana-assist.com or write to us. You must tell us whether you want your policy cancelled immediately or from a future date.

You will not receive a refund if you cancel your policy after the 14 day cooling off period.

We may cancel your policy

If you do not keep to the terms of your policy, we may cancel it. If we cancel your policy we will write to you at the last address you have given us. We will give you at least 14 days' notice and explain why your policy is being cancelled.

Examples of why we may cancel your policy are:

- because you have not paid the correct premium.
- because you are no longer eligible for cover.

If you have not made a claim, we will only charge you for the cover we have given you. You will not receive a refund if you have made a claim.

Renewing your policy

We will write to you before your policy is due for renewal and tell you:

- about any changes that we have made to your policy;
- how much you will have to pay; and
- what you must do to renew your policy.

If we cannot continue to cover you for any reason, we will write to you before your policy ends and tell you why it cannot be renewed.

If you do not want to renew your policy, please tell us before your renewal date.

Moving home

You must tell us if you are moving home as this policy only covers you at the address shown on your certificate. If you ask us to, we can continue to cover your new home. Please ask us if you would like further details.

How to complain

We aim to always give a first class service. However, we do realise that there are times we may not meet the high standards you expect from us.

If you have a concern about any of our products or services, please tell us. We want to put things right - first time. Your comments may help us improve our services.

If you want to make a complaint you can contact us:

- by post – send a letter to: Quality Department, Intana, Sussex House, Perrymount Road, Haywards Heath, West Sussex, RH16 1DN.
- by telephone - call us on 01444 442 667.
- by email – send an email to quality@intana-assist.com. When we receive your complaint:

1. we will always deal with your complaint as quickly as we can. However, if we have not been able answer your complaint within 28 days of receiving it, we will write to you with an update and tell you when we aim to send you a full response.
2. we will write to you with a final response to your complaint within eight weeks of receiving it.

If you do not agree with our final response, or if we do not reply within eight weeks, you may be able to refer your complaint to the Financial Ombudsman Service. The Financial Ombudsman Service deals with complaints about insurance policies. It is entirely independent and its services are free to you.

Ask us for a leaflet or contact the Financial Ombudsman Service at:

The Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square London E14 9SR

Telephone: 0800 0 234 567 or 0300 123 9 123

Website: www.financial-ombudsman.org.uk

Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the FSCS, if we are not able to meet our obligations. For more details please visit the FSCS website at www.fscs.org.uk.

Policy cover

Blue+Heating Protect

What is covered

If your boiler or central heating system or controls break down, we will pay up to £500 to cover the necessary repair or replacement of:

- any standard part that:
 - is fitted inside the boiler casing;
 - the manufacturer of the boiler has supplied; and
 - is designed to be used during the normal use of the boiler.
- any condensate pipe.
- frost and room thermostats.
- programmers.
- motorised or selector valves.
- time controls.
- single water circulating pump.
- standard radiators up to 1.5 metres (5 feet) long if they are leaking;
- radiator valves;
- above ground internal pipe work (as long as it can be accessed easily and is not inside the fabric of the building);
- a single, standard hot water cylinder as long as it is not bigger than 90 centimetres by 45 centimetres (36 inches by 18 inches), but not any insulation jacket or immersion heaters
- expansion tanks

What is not covered

We will not cover

- the first £50 of each claim (the excess)
- more than 3 breakdowns in any period of insurance
- a breakdown which happens before the policy starts.
- more than £500 (including all parts, labour, call out charges and VAT) for any one claim
- any breakdown where the boiler and/or controls have not been properly installed, repaired or have been altered (e.g. where the wrong parts have been first)
- clearing air locks, unblocking pipes or correcting poor circulation or balancing radiators.
- any boiler or system noise.
- warm air units, oil fired boilers, LPG or gas cookers, or gas fires.
- routine or regular maintenance that you are responsible for. This includes venting radiators, turning the boiler off, lighting pilot lights and changing time switches.
- adjusting the water pressure on a sealed central heating system.
- any work to repair damage caused by rust, sludge, hard water scale, corrosive water or water with a high chemical content.
- the cost of draining or refilling your system.
- ducting, flues or warm air vents.
- fuel lines to the boiler. This includes gas leaks between the gas meter and boiler.

- filling loops.
- the repair or replacement of any insulation jacket or immersion heaters.
- the repair or replacement of water circulating pumps that do not have a valve either side of the pump. This means that they cannot be removed without draining the system.
- pumps that have pipe work connections of one inch (2.5 cm) or bigger, or a motor rating of above 178 watts single phase.
- pumps installed in secondary or direct hot water systems.
- the repair or replacement of any designer or cast-iron radiators, non-standard radiators, towel rails, or radiators greater than 1.5 metres (5 feet) in length.
- the replacement of steel pipes
- non-standard water cylinders, unvented cylinders or water tanks.
- showers and their pumps.
- bath, sink or water basin taps.
- decorative parts, trims or casings.
- items that are designed to be replaced regularly when using the boiler, such as nozzles, fuses and filters etc.
- the repair or replacement of parts that have failed because the manufacturer's operating instructions were not followed.
- the replacement of any parts that have not broken down.
- anything mentioned in the general exclusions.

How we will deal with your claim

When you call us we will arrange for an approved contractor to assess the situation to:

- identify the cause of the breakdown; and
- carry out the necessary repairs to your boiler.

How much will we pay

We will pay up to the limits shown for all:

- call out charges;
- labour; and
- covered parts.

Beyond economic repair

We will not repair your boiler if this will cost more than replacing it with a new one or if suitable replacement parts are not available.

Servicing Your Boiler

You must make sure that your boiler is serviced regularly as recommended by the manufacturer. This will normally mean making sure your boiler is serviced at least once every year.

What to do if you need to make a claim

If you or your nominated contact finds that you have to claim under this policy, you must call us straight away on the following emergency helpline:

01444 442668

If we cannot help resolve your problem over the phone, we will arrange for an approved contractor to visit you. You will need to have a valid debit or credit card available as we will need to collect the £50 excess from you before arranging for an approved contractor to attend. We will then pay all other costs up to the limit of your policy.

If there is no adult present when our approved contractor arrives at your home at the agreed appointment time, you will be charged £20 plus VAT.

What to do if you smell gas

SUSPECTED GAS LEAKS MUST ALWAYS BE REPORTED TO NATIONAL GAS EMERGENCY SERVICE ON 0800 111 999.

General conditions

1. You must answer all questions about this policy honestly and fully at all times. You must also tell us straight away if anything that you have already told us changes. For example, you must tell us if you move home or buy a new boiler. If you do not tell us, your policy may be cancelled and any claim you make may not be paid.
2. You must keep your boiler in good condition and regularly carry out routine maintenance.
3. You must have your boiler and central heating system serviced annually or as often as the manufacturer recommends. You should keep a copy of service documents in case you need to make a claim.
4. If you try to make a fraudulent claim, your claim will not be paid and your policy may be cancelled.
5. You must keep to all the conditions and endorsements of this policy. If you do not, we may not pay your claim.
6. If someone else is responsible, we may take court action in your name to recover any claims we have paid. We will pay for the cost of taking this action and it will be for our benefit.
7. You must tell us as soon as you know of a possible claim under your policy. If we let you use your own contractor, you must let us agree the total cost of repair before the work is started. You may need to pay for this work and claim the cost back from us. You must send us all the documents we need to deal with your claim. You will be responsible for any costs involved in doing this.
8. You must pay us back within one month of asking, any amounts that we have paid which are not covered by this insurance.
9. You must tell us if any claim covered by this policy is also covered by any other insurance or maintenance contract, guarantee or warranty. You must give us full details of the other supplier and we will only pay our fair share of the claim.
10. You must let us check that your boiler and controls are in good working order at any time. We will give you as much notice as we can and agree a convenient time to call. If you do not let us inspect your boiler, we may not be able to continue with this policy.
11. The approved contractor may need to gain direct access to a hidden area to trace or resolve a problem. This may mean, for example, removing cupboards, tiles or plaster from walls in your home. You will need to agree to this work being done before we can continue with your claim. If you prefer, you can instead ask and pay for someone else to gain direct access. The approved contractor will return to deal with your claim once this has been done.

General exclusions

You are not covered for:

1. Any loss, damage or breakdown that you knew about before this policy started.
2. Any costs that you expect us to pay if we have not agreed to them first.
3. More than our fair share of any claim that is also covered by another insurance or maintenance contract.
4. Any damage that may be caused to your home, its fixtures and fittings or its contents. This includes:
 - (i) redecorating your home;
 - (ii) restoring the building to its original condition;
 - (iii) replacing ceilings, flooring, plaster, tiles or carpets;
5. Any damage that is caused directly from tracing the problem or carrying out repairs. This exclusion will not apply if our approved contractor has been negligent.

6. The cost of matching or replacing any undamaged items, pairs or sets.
7. Any failure or damage that is caused deliberately.
8. Loss or damage where a utility company has interrupted or cut off the gas, water or electricity supplies to your home.
9. Any failure or damage that is caused by:
 - (i) negligence.
 - (ii) misuse; or
 - (iii) faulty workmanship, (including a repair or alteration that does not meet recognised industry standards).
10. Any claim when your home has been left unoccupied for 60 days or more at one time.
11. Any claim arising out of
 - (i) War; invasion, act of foreign enemies, terrorism, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power; riot or civil commotion.
 - (ii) ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from combustion of nuclear fuel, the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or its nuclear component thereof or contamination or poisoning due to the effects of chemical or biological and/or radioactive substances;
 - (iii) pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds;
12. Any failure or damage that is directly or indirectly caused by:
 - (i) computer viruses; or
 - (ii) a computer or other electrical item not recognising a date as the actual date.
13. Any loss arising directly or indirectly from the services given, or a delay in providing the services. This exclusion will not apply if we have been negligent.
14. Costs to do with any other property or shared areas of your home.
15. Any failure or damage arising from equipment that is not installed maintained or serviced as required by legislation.
16. Any claims if work recommended during an annual inspection or service has not been carried out. You will need to pay for this work to be carried out.
17. Any claim where there is only an intermittent fault or where no fault is found.
18. Any further investigation (such as CCTV) where the problem that caused you to claim has been dealt with.
19. Any work where a specialist contractor is needed, or where it would not be safe for our approved contractor to repair your boiler. For example, where asbestos is present, or during bad weather.
20. Any losses that are not listed under the heading "What is covered". For example loss of earnings because of a claim under this policy.
21. Any failure or damage caused by fire, lightning, explosion, storm, flood, earthquake, or collision.
22. Energy management systems and their controls (e.g. systems that monitor the amount of electricity or gas that you use).
23. The repair or replacement of parts that are covered by a supplier's guarantee or warranty.
24. Any breakdown caused by a design defect or fault.

GOOD TO KNOW



EXTRA SUPPORT FOR THOSE IN NEED

OUR PERSONALISED SUPPORT SERVICE: FIVE AREAS FOR HELPING CUSTOMERS MOST IN NEED

1. **Help finding the cheapest tariff and way to pay** – we can help make sure you pay the best price for your energy and are on the right payment method. You could also qualify for a one-off £140 rebate on your electricity through the Warm Home Discount scheme.
2. **Help reducing energy use** – our energy saving advice helps you make the most of the energy you use.
3. **Help with debt** – the EDF Energy Trust provides grants and practical help if you're struggling with debt. You can reach them on **01733 421 060**. In addition, the EDF Energy Debt helpline is run by the Plymouth Citizens Advice Bureau, offering impartial debt advice for EDF Energy customers, wherever you live. Call them on **0808 156 6666** from a landline or **0300 330 0519** from a mobile.
4. **Help with specific needs** – our Priority Services Register is available if you need extra help managing your energy (e.g. if you're visually impaired or hard of hearing, we can provide important communications in Braille, large print or audio CD). We also have a staff ID line so you can check our representatives are genuine.
5. **Helping you beyond energy** – our Energy Debt helpline can also help you check you're claiming the state benefits you're entitled to.

Visit [edfenergy.com/pss](https://www.edfenergy.com/pss) or call us **0800 096 9000** for more information.

YOUR PRICES

- The prices shown on your TIL are only available for gas and electricity supplied to continuously lived-in homes which are used wholly or mainly for domestic purposes. They're also based on you having the meter type shown on your TIL. If you have a different meter type then different prices may apply, or you may not be eligible for this tariff. We'll be in touch if we find this is the case.
- Standing charges are due per day and per meter whether or not you use any electricity or gas at your premises as supplied by EDF Energy.
- Some prices have been rounded and in some instances more decimals may be shown on your bill. VAT is charged at 5%. This is the current rate for residential energy supplies.
- For customers on variable tariffs such as Standard (Variable), if there are any changes to your prices or tariff terms and conditions, we'll write to you in advance to let you know. Any changes will be shown on your bill for the period in which the change has effect. Old prices or terms and conditions will apply up to the date of the change, and new ones from the date the change is effective.
- If you're a current EDF Energy customer, you'll continue to be supplied on your existing tariff until we have processed your transfer.

YOUR PERSONAL PROJECTION








Your personal projection is a projection of your next year's cost and was provided when you signed up with us. It is based on the information you gave us at the time.

Your quote would have been sent to you by email or letter when you signed up. You can find your personal projection in your quote.

You can compare your personal projection for your current tariff with a personal projection given to you for an alternative tariff from us, an alternative supplier or a switching site.

OUR FUEL MIX

Every year we must publish details of the fuel sources that have been used to generate the electricity we supply to our customers. The information in the table below covers our supply licence for EDF Energy Customers plc for the period from April 2015 to March 2016. 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	14.5%	8.6%	64.3%	12.3%	0.3%	167	0.0045
Contribution to our carbon emissions	79.2%	20.1%	0.0%	0.0%	0.7%		
UK average fuel mix	17.1%	32.3%	23.7%	24.3%	2.5%	290	0.0017

The figures for UK average fuel mix are provided by the Department for Business, Energy & Industrial Strategy (BEIS).

Depending on the tariff you are on, the fuel source and carbon emissions associated with the generation of your electricity may vary.

For more information on our fuel mix, visit 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.

CITIZENS ADVICE CONSUMER HELPLINE

It's easy to get free, independent advice so that you 'Know your rights' as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills.

To 'Know your rights' visit citizensadvice.org.uk/energy for up to date information or contact the Citizens Advice consumer service on **03454 04 05 06**

MAKING A COMPLAINT

If we've let you down in any way, we're here to help you find a solution. To make a complaint, call our complaints team (8am to 5pm Monday to Friday) on **0800 051 1643** or **0113 820 7292** from a mobile.

You can email us at: complaintresolutionmanager@edfenergy.com or write to:

FREEPOST: EDF ENERGY – COMPLAINTS RESOLUTION MANAGER

If you're still unhappy, email our Customer Services Director Executive team at CSDirector@edfenergy.com or write to

FREEPOST: EDF ENERGY – CUSTOMER SERVICES DIRECTOR

If you're still not satisfied, you can contact the Ombudsman Services: Energy on **0330 440 1624** (9am to 5pm Monday to Friday) or visit ombudsman-services.org/energy for a free and independent review. If the Ombudsman finds that we have not acted correctly, they'll make recommendations on how we can put things right.

This might include:

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

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

ONLINE SALES COMPLAINTS

If you signed up to one of our tariffs online and want to raise a formal dispute, you can do so through the European Commission at ec.europa.eu/odr They will then forward the details of your complaint to EDF Energy's nominated dispute resolution service to investigate.

USEFUL INFORMATION

CUSTOMER SERVICES

Call our customer service team free on **0800 096 9000**. We're open Monday to Friday 8am to 8pm and Saturday 8am to 2pm.

If you're a customer with hearing difficulties, please use your text telephone to call us free on **0800 096 2929**.

GAS LEAKS AND OTHER EMERGENCIES

If you smell gas, or think you may have a leak, call **National Grid Gas** immediately on **0800 111 999**. They take care of gas emergencies no matter who your energy supplier is.

GOT A QUESTION FOR US?

You can email, write or call us free. For independent advice to help you understand what to expect from your energy supplier, you can visit edfenergy.com/stayingconnected

ENERGY EFFICIENCY ADVICE

For tips on how to use less energy, call us free on **0800 096 9966** or visit edfenergy.com/advice

I THINK I QUALIFY FOR FITS PAYMENTS.

WHO CAN I SPEAK TO?

EDF Energy is a licensed supplier of the Government's Feed-In-Tariffs scheme (FITs). If you think you qualify for FITs payments because your home has renewable generation technology – like solar panels or wind turbines – please call our FITs team on **0800 404 9087**.

ECONOMY 7

If you're on E7 (also known as Economy 7) your electricity will be charged at two rates. You'll have a higher day rate, and a cheaper night rate which applies for seven to nine hours between 8pm and 8am. These meters are often installed in properties which use electricity (rather than gas) for heating and hot-water. The actual times your night rate applies will depend on where you live, so if you need to find these out then please call us on **0800 096 9000**.

We may monitor and record calls to improve our service. Calls to 0800 and 0808 numbers are free of charge from all consumer landlines and mobile phones.

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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