Price Reassurance Scheme
Helping you benefit from our cheapest available prices
What is Price Reassurance Scheme?

The Price Reassurance Scheme ensures that you can benefit from our cheapest available prices irrespective of the tariff you’re currently on. If you are eligible, you will either be automatically transferred, or invited to transfer onto the scheme. Once you have joined, your charges will be based on the equivalent of our cheapest available tariff for your gas or electricity. It’s another reason to feel better about your energy.

We think this is the right scheme for you, but please read this leaflet and check you are happy to be part of it. Remember, you can leave the scheme at any time by choosing another one of our available tariffs or switching supplier and there is absolutely no cancellation fee.

Key benefits

• **Peace of mind** – eligible customers charges will be based on the equivalent of our cheapest available tariffs, that have been launched after the 7 December 2012.

• **Savings** – Regardless of how you pay for your energy, you’ll receive the 6% Direct Debit discount (before any other discounts or VAT is applied) on your bill. And by having both fuels with us you’ll receive a further £8.40 (see note 2) a year.

How does it work?

• Price Reassurance Scheme is open to customers who have been identified by the Government as being eligible to receive the Warm Home Discount payment.

• Eligibility will be primarily assessed during October, with a further reconciliation the following April.

• Customers who are currently on tariffs more expensive than those of the Price Reassurance Scheme will automatically be transferred to the scheme.

• All other customers, including those on products with specific features (other than pricing) that are not duplicated on the Price Reassurance Scheme will not be automatically transferred but are invited to transfer to the scheme.

• Whilst you remain on this scheme, whenever a cheaper tariff is launched by us, you will automatically benefit from the equivalent of the cheaper prices.

1 This figure is based on a national average of regional prices of the Price Reassurance Scheme. It relates to the typical use over a year of those paying by monthly Direct Debit only. It is current as of November 2012.

2 Dual Fuel customers will also receive a Dual Fuel discount of £8.40 (€8.00 excluding VAT) per annum, irrespective of their payment method. This is calculated daily and is credited to the gas part of the Dual Fuel customer's bill on a pro-rated basis in line with their billing frequency.
Check your electricity supply area

It’s a good idea to see what supply area you’re in using the map below. If you’re not sure what region you’re in, just call one of our advisers on our freephone number and they’ll be able to help. It’s 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.

Electricity supply areas

A Eastern
B East Midlands
C London
D Merseyside and North Wales
E Midlands
F North East
G North West
H Southern
J South East
K South Wales
L South West
M Yorkshire
N South Scotland
P North Scotland
Price Reassurance Scheme – Standard or Economy 7 meter, paying by Direct Debit or cash/cheque prices

Once you are on the scheme (either once you have been transferred automatically or after you have confirmed you wish to be transferred), you will automatically be charged the Price Reassurance Scheme rates below as part of our billing processes.

- Electricity prices are shown in the main body of the table. To find yours, look in the left-hand column below and choose your area. 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 area from the left, and read across.
- Rates are shown with and without VAT. They’re made up of a daily standing charge and the relevant unit rate (kWh).
- Prices below will remain fixed until the 30 September 2013, there after may be varied on 30 days notice.

### Price Reassurance Scheme – Standard or Economy 7 meter, paying by Direct Debit or cash/cheque prices

#### Rates are shown with and without VAT. They're made up of a daily standing charge and the relevant unit rate (kWh).

<table>
<thead>
<tr>
<th>Supply area</th>
<th>Standard meter ¹</th>
<th>Economy 7 meter ²</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Daily standing charge ³</td>
<td>Night standing charge ³</td>
</tr>
<tr>
<td></td>
<td>14.00p</td>
<td>10.93p</td>
</tr>
<tr>
<td>Eastern</td>
<td>14.70p</td>
<td>11.29p</td>
</tr>
<tr>
<td></td>
<td>14.00p</td>
<td>10.75p</td>
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<td>14.00p</td>
<td>11.03p</td>
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<td>14.00p</td>
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<td>14.00p</td>
<td>11.36p</td>
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<tr>
<td></td>
<td>14.00p</td>
<td>12.31p</td>
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<tr>
<td>Merseyside and North Wales</td>
<td>14.70p</td>
<td>12.73p</td>
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<tr>
<td></td>
<td>14.00p</td>
<td>12.12p</td>
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<tr>
<td>North West</td>
<td>14.70p</td>
<td>11.89p</td>
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<tr>
<td></td>
<td>14.00p</td>
<td>11.32p</td>
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<tr>
<td></td>
<td>14.00p</td>
<td>11.10p</td>
</tr>
<tr>
<td>South Scotland</td>
<td>14.70p</td>
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<tr>
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<td>14.00p</td>
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<tr>
<td></td>
<td>14.00p</td>
<td>12.00p</td>
</tr>
<tr>
<td>South West</td>
<td>14.70p</td>
<td>12.84p</td>
</tr>
<tr>
<td></td>
<td>14.00p</td>
<td>12.23p</td>
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<tr>
<td></td>
<td>14.00p</td>
<td>11.45p</td>
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<tr>
<td></td>
<td>14.00p</td>
<td>10.84p</td>
</tr>
</tbody>
</table>

### Extra charges, discounts and notes

**All prices and supporting information are correct at the time of publication (November 2012). These prices will apply on your account once we have successfully registered you (see rules 2 and 3 of the full scheme rules). For more details, call 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.**

**Extra charges and discounts**

- There are no cancellation or early-termination fees associated with the Price Reassurance Scheme.
- An electricity customer will receive a 6% discount on their electricity charges which we will take off their electricity bill in line with how often we send bills. We work out this discount before any other discounts and VAT are applied.
- A gas customer will receive a 6% discount on their gas charges which we will take off their gas bill in line with how often we send bills. This discount is based on daily standing charges and unit rates and is worked out before any other discounts and VAT are applied.
- A dual fuel customer will also receive a dual fuel discount of £8.40 (£8 before VAT) each year, no matter what payment method they use. We work this out each day and pay it to the customer’s gas bill as part of the dual fuel customer’s bill in line with how often we send bills.
- An electricity bill saver discount is available to customers supplied by us in the Seeboard, SWEB and London regions with no mains gas supply and who have an active electricity account. You will receive a discount equivalent to £8.40 (£8 before VAT) each year, which we will pay to your account in line with how often we send bills.
- If you choose to pay for your electricity/gas by making a Direct Debit payment then your payment amount will be reviewed from time to time to help ensure it is appropriate to your energy use. While we may review your payment more frequently in some circumstances, we will only usually review it once a year. This will be the case even where we receive meter readings or other relevant information more frequently. By choosing to pay in this way you agree to this.

### Notes

- Some of these prices have been naturally rounded. In some instances, more decimals may be shown on your bill. Where prices are shown ‘including VAT,’ the VAT will be charged at 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 to eligible customers who are receiving a supply of electricity and (where relevant) gas at properties which are continuously lived in and only or mainly for domestic purposes within the areas listed on Page 4.
- The dual fuel and monthly fixed amount Direct Debit discounts only apply to tariffs shown in this booklet.
- The dual fuel discount depends on you having both a supply of gas and electricity under an EDF Energy domestic supply contract. You will not receive the discount for any period where there is no concurrent supply (in other words, if the supply of one fuel has not begun, or the supply of one fuel ends but the supply of the other fuel continues).
- 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 as part of these calculations.

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 heated). Night E7 will be supplied for a total of seven hours between 10pm and 8am (actual times set by the local network operator) and these tariffs will be charged at the night kWh rate. All other E7 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.
Price Reassurance Scheme – Prepayment meter prices

Once you are on the scheme (either once you have been transferred automatically or after you have confirmed you wish to be transferred), you will be charged the below Price Reassurance Scheme rates as part of our billing processes. Note that, due to infrastructure restrictions, if you have a Gas Prepayment account, the prices indicated below correspond to our Standard national gas prepayment price. To ensure you benefit from the equivalent of our cheapest available prices on gas prepayment, you will receive two rebates every 12 months (one in December and one as soon as possible after the following April). See clause 9 for more information.

- Electricity prices are shown in the main body of the table. To find yours, look in the left-hand column and choose your area. 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 area from the left, and read across.
- Rates are shown with and without VAT. They’re made up of a daily standing charge and the relevant unit rate (kWh).
- Extra charges, discounts and notes

All prices and supporting information are correct at the time of publication (November 2012). These prices will apply on your account once we have successfully registered you (see rules 2 and 3 of the full scheme rules). For more details, call 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.

### Extra charges, discounts and notes

A. There are no cancellation or early-termination fees associated with the Price Reassurance Scheme.
B. An electricity prepayment customer will receive a 6% discount on their electricity charges which will take off their electricity bill in line with how often we send bills, this discount will be reflected in the unit rate. We work out this discount before any other discounts and VAT are applied.
C. A gas prepayment customer will receive a 6% discount on their gas charges which we will take off their gas bill in line with how often we send bills. This discount is based on daily standing charges and unit rates and is worked out before any other discounts and VAT are applied.
D. A dual fuel customer will also receive a dual fuel discount of £8.40 (£0 before VAT) each year, no matter what payment method they use. We work this out each day and pay it to the customer’s gas bill as part of the dual fuel customer’s bill in line with how often we send bills.
E. An electricity bill saver discount is available to customers supplied by us in the Seeboard, SWEB and London regions with no mains gas supply and who have an active electricity account. You will receive a discount equivalent to £8.40 (£0 before VAT) each year, which we will pay to your account in line with how often we send bills.
F. If you choose to pay for your electricity by making a Direct Debit payment then your payment amount will be reviewed from time to time to help ensure it is appropriate to your energy use. While we may review your payment more frequently in some circumstances, we will only usually review it once a year. This will be the case even where we receive meter readings or other relevant information more frequently. By choosing to pay in this way you agree to this.

#### Notes

- Some of these prices have been naturally rounded. In some instances, more decimals may be shown on your bill. Where prices are shown ‘including VAT’, the VAT will be charged at 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 to eligible customers who are receiving a supply of electricity and (where relevant) gas at properties which are continuously lived in and only or mainly for domestic purposes within the areas listed on Page 4.
- The dual fuel and monthly fixed amount Direct Debit discounts only apply to tariffs shown in this booklet.
- The dual fuel discount depends on you having both a supply of gas and electricity under an EDF Energy domestic supply contract. You will not receive the discount for any period where there is no concurrent supply (in other words, if the supply of one fuel has not begun, or the supply of one fuel ends but the supply of the other fuel continues).
- 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 as part of these calculations.

### Electricity prepayment prices

<table>
<thead>
<tr>
<th>Supply area</th>
<th>Standard meter1</th>
<th>Economy 7 meter2</th>
<th>Daily standing charge (kWh)</th>
<th>Day rate (kWh)</th>
<th>Night rate (kWh)</th>
</tr>
</thead>
</table>

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 electricity bill). 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).

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Extra charges, discounts and notes continued

Electricity Prepayment:
• Once the Customer’s account has been transferred on to the Price Reassurance Scheme, EDF Energy will send details of the new discounted unit rates to charging outlets at which the Customer’s powerkey has previously been charged. The next time the Customer charges the powerkey at such outlet the new discounted prices will be transferred to the Customer’s powerkey.
• When the Customer next loads the credit from their key to their prepayment meter, the prepayment meter will be updated with the Price Reassurance Scheme prices. A successful transfer is dependent upon no other pricing information pending on the outlet’s terminal. As such, it may take a number of charges on successive days for the transfer to complete. The Customer’s entitlement to the Price Reassurance Scheme prices does not begin until the Price Reassurance Scheme prices have been successfully transferred to their meter.
• Customers with prepayment token meters will need to ensure their meter is correctly re-configured for these new prices to take effect. Please contact EDF Energy on 0800 085 0000 if your meter has not yet been re-set with these new prices. 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.

Gas Prepayment:
• Due to infrastructure limitations for Gas Prepayment Meters, you will not be placed directly onto our Price Reassurance Scheme prices but will instead be charged prices equivalent to our Standard national gas prepayment price and will receive two rebates every 12 months.
• The first rebate will be made available in December through either a redeemable voucher or an account credit and will cover the period between the start of the previous April to the beginning of that December.
• The second rebate will be made available as soon as possible after the following April (again through either a redeemable voucher or an account credit) and will cover the period between the start of that April back to the previous 1 December.
• This rebate will be calculated by reference to the typical consumption associated with the relevant Customer segment and the difference between the Standard national gas prepayment price and our Price Reassurance Scheme price.

Customers with Complex (Legacy) Meters
• If you have any other type of meter (e.g. you have a Economy 9, Economy 10, Warmwise, White Meter, Eco2020 or other complex meter), due to system limitations, it is not possible to place you directly on the prices associated with our Price Reassurance Scheme.
• Instead, to ensure you benefit from the equivalent of our cheapest available prices, you will receive two rebates every 12 months.
• The first rebate will be made available in December through either a redeemable voucher or an account credit and will cover the period between the start of the previous April to the beginning of that December.
• The second rebate will be made available as soon as possible after the following April (again through either a redeemable voucher or an account credit) and will cover the period between the start of that April back to the previous 1 December.
• This rebate will be calculated by reference to the typical consumption associated with the relevant Customer segment and the difference between their current price and Our Price Reassurance Scheme Economy 7 price.
Important information - Key Legal Terms

- **Eligibility** - The Price Reassurance Scheme is available to dual fuel and electricity only customers with Standard, Economy-7 or Prepayment meters who have been identified to us as being eligible for a Warm Home Discount payment. The scheme can be withdrawn at any time by EDF Energy providing 30 days notice.

- **Charges** - Your daily standing charge and unit rates are set out earlier in this leaflet.

- **Price Reassurance** - Our Price Reassurance prices will remain fixed until at least 30 September 2013. Any changes thereafter will have 30 days notice and, whilst the Price Reassurance Scheme remains open, will not result in the price being increased above the cheapest of our tariffs that have been launched after the 7 December 2012 and which have not been withdrawn at the date.

- **Closure** - In the event of the Price Reassurance Scheme ending, we will notify you at least 30 working days in advance. You’ll be able to change supplier or choose a new tariff from our other available tariffs at that time. If by the time this 30 day notice expires you haven’t either chosen a new tariff with us or notified us that you will be leaving, then you’ll automatically be transferred to our Standard (Variable) tariff.

- **Early Termination Fee** - There are no cancellation or early termination fees associated with the Price Reassurance Scheme.

- **Discounts** - The following discounts are available to you in the following circumstances:
  a. If you pay us by fixed monthly direct debit you will receive a discount of 6% (Direct Debit discount) of your energy charges (before any other discounts or VAT is applied);
  b. If you pay by another method (e.g. cash/cheque, prepayment, etc) you will also receive a discount of 6% (Direct Debit Matching Rebate) off your energy charges (before any other discounts or VAT is applied);
  c. If you take both gas and electricity from us at the same supply address you will receive a further yearly discount of £8.40 which will be calculated on a pro-rata basis and credited to your gas bill.

- **Direct Debit** - If you choose to pay for your electricity/gas by making a fixed periodic direct debit payment then your payment amount will be reviewed from time to time to help ensure it is appropriate to your energy use. While we may review your payment more frequently in some circumstances, we will only usually review it once a year. This will be the case even where we receive meter readings or other relevant information more frequently. By choosing to pay in this way you agree to this.

- **Evergreen Supply Contract** - The duration of your supply contract is evergreen, this means it will continue until it is terminated in accordance with Clause 4 of your supply terms and conditions, for example by either of us providing the correct amount of notice or for breach of contract. You can end this contract at any time within 12 days of entering into it by writing to us, emailing us at CP@edfenergy.com or by phoning us on 0800 096 9000. When you make a 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. After that time you can still end this contract at any time by giving us 28 days notice, or by giving us two working days notice if you are moving address. Also, if we change any of our terms to your material disadvantage without your prior consent you will be given the opportunity to end this contract and change supplier before the change takes effect. We will explain what you need to do and by when, when we notify you of any such change. However please note that under our terms we have the right to prevent you from ending your contract and/or changing supplier (for whatever reason) in the circumstances set out in our supply licence, including where there is outstanding debt on your account.

- **Terms Caveat** - Whilst we have tried to summarise above the terms that we believe might reasonably be of most significant impact, all the terms within our full terms and conditions are important and we appreciate that different customers may have different views as to what is of most significance to them. For this reason it is important that you have access to our full terms and conditions, a copy of which would have been provided to you when you originally joined us. To ensure this is the case, and for the purposes of full transparency, we will send you updated copies of our full terms and conditions at least once every 12 months. Please make sure you read these terms and if you have any questions regarding them please let us know so we can clarify these accordingly. Your full terms and conditions, tariff terms and conditions and your precise tariffs are made available to you at all times via www.edfenergy.com or by contacting us 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.

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**Full Scheme Rules for EDF Energy's Price Reassurance Scheme**

1. The Price Reassurance Scheme is only available to those existing Customers of EDF Energy Customers plc (“We, Us or Our”) who We have been able to confirm have been identified by the Department for Work and Pensions (DWP) as being in the Core Group of customers entitled to receive the Warm Home Discount and who receive Electricity only or Dual Fuel from Us via a Standard, Economy 7 credit meter or a Prepayment meter (“Eligible Customers” – see Clauses 8 and 9 for exceptions). Eligibility will be primarily assessed by the DWP, with a further reconciliation the following April (“April Reconciliation”).

2. If you are an Eligible Customer on a tariff which, during the period between 7th December 2012 and the expiry of such tariff, is guaranteed to be more expensive than the price offered under our Price Reassurance Scheme at typical consumption (defined as 3,300 kWh electricity, 16,500 kWh gas for Standard meters, and 5,000 kWh (with 55% consumed overnight) electricity for Economy7 meters), then once We have been able to confirm your eligibility, you will be automatically transferred from your current price onto the price associated with our Price Reassurance Scheme. When We have completed this transfer We will write to you to confirm which account(s) have successfully been updated to reflect the Price Reassurance Scheme and this will include your new scheme leaflet. You will not be able to benefit from any prices connected with the Price Reassurance Scheme on any account unless and until such written confirmation has been provided by Us.

3. If you are an Eligible Customer that does not fall within Clause 2 above you are currently on a tariff that has certain features (other than pricing) that cannot be replicated in our Price Reassurance Scheme, in order to avoid any possibility of acting contrary to your interests. If you are entitled to receive the Warm Home Discount and who receive Electricity only or Dual Fuel from Us via a Standard, Economy 7 credit meter or a Prepayment meter will be reassured that if you do decide to transfer We will not charge you any termination fee in relation to your existing tariff. When We have completed this transfer We will write to you by letter or email, depending on your chosen communication method) to confirm which account(s) have successfully been updated to reflect the Price Reassurance Scheme and this will include your new scheme leaflet. You will not be able to benefit from any prices connected with the Price Reassurance Scheme on any account unless and until such written confirmation has been provided by Us.

4. Our Price Reassurance Scheme is effective from 7th December 2012, and prices associated with the scheme will be as set out in this leaflet. These prices will remain fixed until at least 30th September 2013. Any changes thereafter will have 30 days notice and, whilst the Price Reassurance Scheme remains open, will not result in the price being increased above the cheapest of our tariffs that have been launched after the 7th December 2012 and which have not been withdrawn at the date We seek to change the prices associated with the Price Reassurance Scheme.

5. Whilst on the Price Reassurance Scheme, all customers will receive a 6% discount off their energy charges (before any other discounts or VAT is applied): For fixed monthly Direct Debit customers this will be applied under the name of “Direct Debit Discount” and, For all other customers (e.g. cash/cheque, prepayment payment methods, etc), this will be applied under the name of “Direct Debit Matching Rebate”.

Dual Fuel customers will also receive an annual Dual Fuel Discount of £8.40 (incl. VAT).
withdraw the Price Reassurance Scheme for whatever reason. In either case, we will write to you providing you with 30 days notice that you will be removed from the Price Reassurance Scheme and offer you the opportunity to switch to any other of Our tariffs available for sale at that time. If we do not hear from you before the 30 days notice expires, you will be transferred to Our Standard (Variable) tariff once the 30 days notice has expired.

**Exceptions – Complex (Legacy) Meters**

8. Subject to Clause 10 below, if you are an Eligible Customer and don’t have a Standard or Economy 7 meter (e.g. you have a Economy 9, Economy 10, Warmwise, White Meter, Eco2020 or other complex meter), due to system limitations, you will not be able to be placed directly onto Our Price Reassurance Scheme prices but instead will receive two rebates every 12 months. The first rebate will be made available in December through either a redeemable voucher or an account credit and will cover the period between the start of the previous April to the beginning of that December. The second rebate will be made available as soon as possible after the following April (again through either a redeemable voucher or an account credit) and will cover the period between the start of that April back to the previous 1 December. This rebate will be calculated by reference to the typical consumption associated with the relevant Customer segment and the difference between their current price and Our Price Reassessment Scheme Economy 7 price.

**Exceptions – Gas Prepayment**

9. Subject to Clause 10 below, if you are a Dual Fuel Gas Prepayment customer, due to infrastructure limitations for Gas Prepayment Meters, you will not be placed directly onto Our Price Reassurance Scheme prices but will instead be charged prices equivalent to Our Standard national gas prepayment price and instead will receive two rebates every 12 months. The first rebate will be made available in December through either a redeemable voucher or an account credit and will cover the period between the start of the previous April to the beginning of that December. The second rebate will be made available as soon as possible after the following April (again through either a redeemable voucher or an account credit) and will cover the period between the start of that April back to the previous 1 December. This rebate will be calculated by reference to the typical consumption associated with the relevant Customer segment and the difference between their current price and Our Price Reassessment Scheme Gas Direct Debit price.

**Exceptions – Customers identified as Eligible in April Reconciliation**

10. Eligible Customers who are identified as Eligible for the first time during the April Reconciliation will be treated the same as Eligible Customers identified for the first time in October, save that in their first year the rebate made available to those Eligible Customers in that April will cover the period from the 1 April in their first year back to the 1 April in the previous year. Thereafter rebates will be applied as per paragraphs 8 and 9 as applicable.

**General Terms**

11. Those transferring to the Price Reassessment Scheme will be required to transfer all eligible fuel accounts onto the Price Reassurance Scheme rates. Details of the current unit rates for this scheme are included in this leaflet. Alternatively, further copies are available on request by contacting Us free on 0800 096 9000 quoting “Price Reassurance Scheme”.

12. Our Price Reassessment Scheme rates will apply to all energy consumed by you from the date We apply the Price Reassurance Scheme to your account(s) and until your account(s) are withdrawn from the Price Reassurance Scheme in accordance with these rules or your supply terms, for whatever reason. In such circumstances, the following bill received by you will show the charges pro-rated for the period up to the withdrawal date (based on Our Price Reassessment Scheme rates) and the period after the withdrawal date (based on the new rates you are placed on). In the event that We do not have an accurate meter reading, We will rely on an estimated meter reading in order to carry out such pro-rating of charges. If, after signing up to the Price Reassessment Scheme, you change energy supplier or (for whatever reason) take a supply on any scheme other than Price Reassurance Scheme, you will immediately be automatically and permanently withdrawn from the Price Reassurance Scheme.

13. If you choose to pay for your electricity/gas by making a fixed periodic direct debit payment then your payment amount will be reviewed from time to time to help ensure it is appropriate to your energy use. While we may review your payment more frequently in some circumstances, we will only usually review it once a year. This will be the case even where we receive meter readings or other relevant information more frequently. By choosing to pay in this way you agree to this.

14. We reserve the right to amend any other part of these Price Reassurance Scheme Rules at any time by publishing any such amendments on Our website. All such changes shall take effect from the date of publication of such change on Our website. In the event that We are required by law or regulation to make any material changes to the Full Scheme Rules, We will notify existing customers of such changes in writing and in accordance with the conditions of our supply licence. We reserve the right to withdraw the Price Reassurance Scheme at any time by updating this on Our website. Any applications We receive after this date will not be accepted.

15. Participation on the Price Reassurance Scheme is strictly subject to, and will be deemed to be full acceptance of these Full Scheme Rules and, unless Customers have already done so, acceptance of EDF Energy’s full Terms & Conditions for gas and electricity supply (these can be found at www.edfenergy.com/harri-info/). Participation in the scheme is without prejudice to, and shall not affect, Our ongoing rights and remedies under the Terms & Conditions of your relevant gas and electricity supply contracts which shall at all times take precedence over these rules in the event of any conflict.

**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 (9am-5pm Monday to Friday) on 0800 051 1643 or, if calling from a mobile, 0133 820 7292, or you can e-mail us at complaintsresolutionmanager@edfenergy.com or write to: Freepost RRV2-ERTK-CBS Complaint Resolution Manager, Osprey House, Sowton Industrial Estate, Exeter, EX2 7WN.

If you’re still unhappy you can e-mail our Customer Services Director Executive team at CSdirector@edfenergy.com or write to: Freepost RRV2-ERTK-CBS, Osprey House, Sowton Industrial Estate, Exeter, EX2 7WN.

If you’re still not satisfied after following this process, you can contact the Office of the Qualifications: Energy on 0330 440 1624 (9am-5pm Monday to Friday) or visit www.os-energy.org.uk for 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 complaints handling procedure or to find out information on visiting one of our business premises go to www.edfenergy.com/makingacomplaint

*Calls to this number may be monitored and recorded as part of our Customer Care programme. 0800 calls are free from UK landlines; other network operators’ charges may vary.

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1. Our Fuel Mix

Two companies in the EDF Energy group have active supply licences – EDF Energy Customers plc and British Energy Direct Limited. The information in the table below covers the fuel mix for both licences for the period April 2011 to March 2012.

For further information on EDF Energy’s fuel mix and product labels, see edfenergy.com/products-services/fuel-mix.

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

Our customers’ total electricity demand is met by electricity generated from our own UK power stations and bought directly from other independent power generators. We are now a major supporter of independent renewable-generators.

1. Blue refers to Blue for Business and London 2012 (Olympic & Paralympics (20%) and specified business customers.

2. Standard refers to all other tariffs including CCL exempt supplies backed by Good Quality Equivalent (GQE) or renewable base source electricity.

Together, our Blue, Renewable and Standard products form our own fuel mix.

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