

Micro Business

1. If you are a Micro Business the following provisions will apply to you. 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 method and communication preferences. We will charge you for your energy usage based on the amount of energy we reasonably consider that you have consumed (or which we estimate you have consumed) for the period covered by your bill, up to a maximum period of twelve months except where the charges relate to circumstances where:
 - a) we have previously taken steps to recover payment for charges which are older than this,
 - b) we have not taken action to recover such older charges because of any act or omission on your part, or
 - c) any other circumstance applies which our regulator confirms that we may seek to recover charges relating to consumption that is older than twelve months.
2. Because we are only permitted to bill you for energy in accordance with paragraph 1 above, it is very important that we receive accurate and up to date information about your energy use at least once per year, and so you must:
 - (a) provide us with an up to date and accurate meter reading at least once per year or if you have a smart meter or other remotely read meter such as HH Metering or AMR Metering, allowing us to use it to take regular meter readings from you;
 - (b) allow any meter reader or other EDF Energy representative free and unimpeded access to read your electricity and/or gas meter, at least once per year (provided that we may choose not to schedule visits this frequently);
 - (c) tell us if you have moved into new premises and are taking a supply from us;
 - (d) making sure you have arranged to pay us;
 - (e) letting us know if you are not receiving bills at least once a year;
 - (f) telling us if you think there is a problem with your meter;
 - (g) if you have a prepayment meter, making sure you only use the key or card we have issued to you to top it up;
 - (h) if you are not able to take any of the steps set out above, contacting us to agree alternative arrangements and then complying with those.

Where you have opted for electronic communications from us, or this is a requirement of the product you have selected, it is your responsibility to provide us with an accurate email address, and to let us know if this needs to be updated. By entering this contract you acknowledge and agree that failing to take one of the actions above at least once per year will obstruct us in trying to correctly charge you for the energy you use, and you agree that doing so would be manifestly unreasonable.

For the purpose of this section a **"Micro Business"** means a company which either:

- consumes less than or equal to 293,000 kWh of gas a year; or
- consumes less than or equal to 100,000 kWh of electricity a year; or
- has fewer than ten employees (or their full-time equivalent) and an annual turnover or annual balance sheet total not exceeding €2,000,000.