

Welcome to our
Priority Services Register



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At EDF, we do more than just supply your energy. This booklet is packed with information to make life easier for you. Keep it safe, and you'll always have help at hand.

Priority Services Register Promise

The Priority Services Register (PSR) is free to join. It helps energy companies* like us to look after customers who have extra communication, access or safety needs. It helps us tailor our services to support households who may need extra help.

The PSR promise is made by all participating energy companies in England, Wales and Scotland. We promise to only share details as agreed with you, about your personal situation with our trusted parties so they can tailor their services to help you.

By sharing your details with trusted parties, you'll get extra support when you need it. For example, some customers depending upon their circumstances may be given priority if there's a power cut. We will always follow privacy laws and your PSR information will never be used for marketing.

Once you've joined, you may be contacted to make sure your details are accurate and up to date. This will make sure we can give you the best support for your needs.

If anything about your situation changes you can tell us and we will update your details. If you don't want to be on the PSR anymore, just ask to be removed and we will do this for you.

If you want to know more about the PSR visit www.edfenergy.com/priorityservices

Have you considered also registering with your water company who may offer similar support services?

Priority Services Register FAQ's

For frequently asked questions about the Priority Services Register, please visit our website at edfenergy.com/priorityservices

* Energy companies include gas and electricity suppliers, the networks companies who transport energy to your home and meter operators.

The Priority Services Register

Ways we can help



We can offer a range of communication services to help our customers who if you have requested to have your bills in alternative format*, please see below how you will receive these.

Large print**

- All Large print correspondence is produced in a booklet and in font Arial size 20
- All Large print correspondence is wrapped in a poly bag and sent free of charge via Article for the Blind
- If you'd prefer us not to send this from an Articles for the Blind envelope, you may request for this to be sent out in a plain envelope
- An original standard copy will also be included from us

Audio** For all Audio correspondence requests these are produced onto a CD

Braille** For all Braille correspondence requests these are produced in a braille and bounded booklet

* You may receive some items of correspondence from us in a standard format, however these will not include any regulatory information regarding your account

** You will receive the original bill format as well as the alternative format

Bill nominee scheme

Do other people help you with your bills, statements and letters? If so we can help by sending your communications directly to them. Just let us know the name and address of the person, friend or carer who has agreed to help.

Password scheme

Just give us a word that we will register as your 'Password' (maximum of 8 letters). Only you and our employees or representatives who call to read your meter or visit you by appointment will know the password. Any customer can join, it's free – and it offers you complete peace of mind.

Free gas safety check

If you own your own property and are in receipt of a means tested benefit, you may be entitled to a free annual gas safety check. The checks are carried out by qualified Gas Safe registered engineers and could help save lives.



Moving your meter

If anyone in your home is disabled or has difficulty reaching or reading your gas or electricity meter, we may be able to move it to a new position, up or down the wall to make it easier to read, where it is safe and practical to do so.

Regular reads scheme & Smart meters



If you need help reading your meter, we might be able to do it for you. We can send someone to your home to read it on a regular basis. Alternatively you can request a smart meter

which will automatically send us your readings. Visit edfenergy.com/smart-meters to find out more.

Your information

Where appropriate and necessary we may share your Priority Services information with your electricity and gas

distributors, utilities and other third parties. We share your information with these third parties because they will assist us in safeguarding you and your household member's interests during incident situations. Once notified, the Distribution Network Operator may send their own welcome pack confirming any additional services that they can offer you

Please see our Privacy Notice to find out more at www.edfenergy.com/terms-conditions/privacy-cookie-policy.

Additional Support

Managing your money



We work with Citizens Advice Plymouth to give our customers across the country independent advice to help them manage their money. This includes help prioritising all sorts of bills and supporting customers to identify all options for improving their financial situation. Call them on 03444 111 444 or visit their website at <https://citizensadviceplymouth.org.uk/edfe/>

Increasing your income

We want to make sure you're getting everything you're eligible for and that your income is maximised to its full potential. To check there aren't any state benefits or tax credits you're missing out on we've teamed up with IncomeMax. You can call their friendly team on 0300 777 7772 from Monday – Friday 9am-5pm.

Warm Home Discount

If you're in receipt of Pension Credit (Guaranteed Credit element) you'll automatically qualify for the Warm Home Discount rebate and you'll receive a letter from the Department of Work and Pensions (DWP) about this.

However, if you do not qualify, you may still be eligible for a £140 rebate under our Warm Home Discount – Support Plus scheme. This is available to customers who receive certain income related benefits and have a young child or disabled person in the household. We also offer it to customers receiving the Savings Credit element of Pension Credit only. Please visit edfenergy.com/rebate to check our full criteria and to apply.

Getting the best tariff

We have lots of different tariffs available and there might be a cheaper option for you. If you're not already paying by Direct Debit and you have a standard credit meter, it could be a cheaper option for you. Visit edfenergy.com or sign in to MyAccount to find out more.

Make your life easier with MyAccount

With MyAccount you can access your account securely at any time. It's easy to pay bills, give meter readings and opt to receive emails rather than letters from us. You can also reach an adviser quickly and easily through our Live Chat service. To sign up head to edfenergy.com/myacc remembering to have your account number handy. Plus, download our app for easy access to your account.

To find out more or to access our additional services visit our online tool edfenergy.com/priorityservices



The Priority Services Register helps us to meet the needs of our customers who have special requirements, and provide them with the best possible service.

In case of an emergency



Just in case you need urgent help, it's a good idea to keep phone numbers for your gas, electricity and water suppliers together in one place.

Carbon monoxide warning

This gas is poisonous and is often produced from faulty gas appliances which have not been properly installed or maintained. Carbon monoxide is odourless, colourless and tasteless, so you wouldn't even know you're breathing it in. The symptoms of carbon monoxide poisoning can easily be confused with other illnesses such as flu. If you suspect that you or someone else is suffering from carbon monoxide poisoning you should call a doctor as soon as possible, as well as the gas emergency number 0800 111 999.

Power cut

If you experience a power cut, please contact the 24-hour emergency service information line on 105. It's free

of charge and will put you through to your local network operator who can give you help and advice.

Electrical safety

You're responsible for all wiring from the meter to your home. Your local electricity distributor is responsible for the wiring leading into your home up to the main fuse or cut out. From here, your energy supplier looks after the wiring going to the meter and the meter itself. It isn't up to your distributor or energy supplier to replace a fuse or fix an appliance. You'll need to arrange for a qualified electrician to do this.

Water

Burst or frozen pipes?

Turn the water off at the stopcock and call a qualified plumber. If you live in rented accommodation call your landlord or housing provider.

Burst water main, low pressure or discoloured water?

Call your water supplier immediately to request assistance.

Gas emergency number

0800 111 999

Power cut number

105

Energy efficiency advice



Reducing your energy bills needn't cost you a penny. These easy to follow tips are designed to try and help you save energy and money at no cost.

Home laundry



- Wait until you have a full load before using your washing machine or use the half-load or economy programme if your machine has one

- Where possible dry clothes on a line or clothes airer rather than using a tumble dryer
- Plan ironing so that clothes which need lower temperatures are ironed first

Dishwashers

- Use the low temperature or economy programme unless you have very dirty saucepans or dishes
- Where possible wait until you have a full load before using your dishwasher

To find out more or to access our additional services visit [our online tool \[edfenergy.com/priorityservices\]\(https://www.edfenergy.com/priorityservices\)](https://www.edfenergy.com/priorityservices)

Fridges and freezers



- Defrost fridges and freezers regularly to keep them running efficiently
- Don't put hot or warm food straight into the fridge – let it cool down first
- Where possible position your fridge or freezer away from cookers or heaters

Electrical equipment

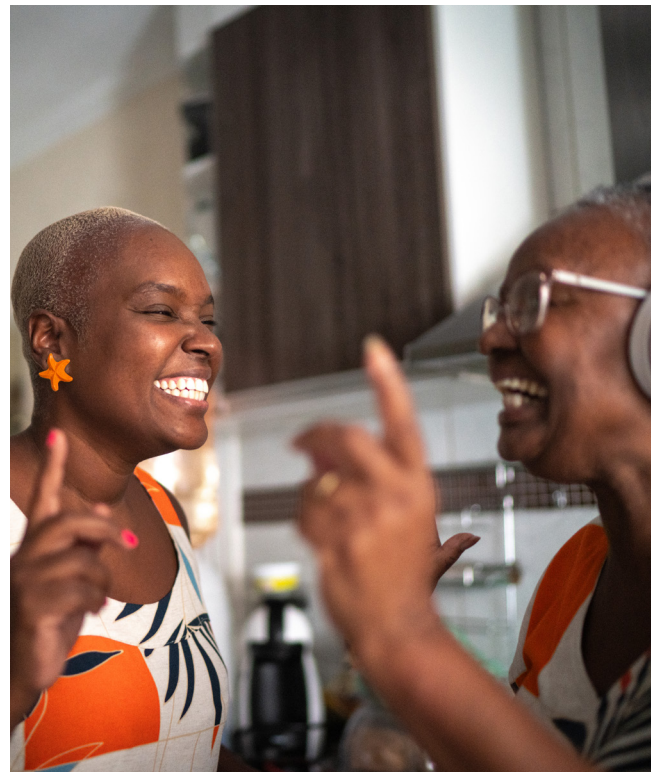
- Switch off appliances when they aren't in use – they still use power on standby mode

Lights

- Remember to turn lights off when you leave a room for long periods

Curtains

- Close curtains at dusk to prevent heat being lost through windows
- Don't drape curtains over radiators as this will direct heat straight out of the windows quickly



* Customer contribution of £240 is required and your current boiler must be broken beyond economical repair

Peace of mind in and around your home



Understandably, many customers worry about opening their door to strangers.

Below are some simple steps you can take to give you peace of mind when someone unknown or unexpected calls. This should help you feel comfortable when dealing with one of our representatives.

When someone knocks at your door:

- Check before opening the door by using a spy hole or door chain. Alternatively, look through your window
- If you don't recognise the caller, ask for identification keeping your door shut
- Be confident. If they don't have ID, don't let them in

- If still in doubt, ask further questions or ring the caller's company.

Bogus callers use excuses to gain your trust. Some common ones include needing to use your phone, posing as sales representatives and looking for lost dogs.

Remember: if you think someone who you don't want in your home may be trying to get in, call the police immediately.

Recognising representatives:

It's important that when someone from EDF calls at your home you can spot them straight away.

Look out for:

- ID cards
- Company logo on their clothes
- Branding on their van or car.

Electrical safety around the home



Wiring

If your circuits are more than 25 years old you need to have them replaced. If your wiring isn't that old we still recommend you get it checked at least every 10 years, especially the earthing system.

Need more help? Contact the National Inspection Council for Electrical Installation Contracting (NICEIC) or the Electrical Contractors Association (ECA). They'll be able to recommend local electricians who are qualified to help.





Contact us

Online – Visit edfenergy.com to sign up and log in to MyAccount

Chat – Send us a text message on 07480 802942
(or 07360 542171 if you're a business)

E-mail – Send your e-mail to hello@edfenergy.com

EDF app – With the EDF app you can manage your account on the go.
You can speak with our advisors and it is as easy as sending a text.

In writing – Write to Freepost EDF CUSTOMER CORRESPONDENCE

Priority Services phone number – 0800 011 9110

Minicom – 0800 096 2929

Emergency numbers

Gas emergency – 0800 111 999

Electricity power cut – 105

Water – In the event of an emergency contact your water supplier

Information booklets – Our free booklets cover things like paying your bills, energy efficiency, gas safety, how to raise a complaint, priority services and prepayment meters. You can download them at edfenergy.com/info-booklets or order copies by calling us.

SignVideo

We have partnered with SignVideo to offer a video relay service for British Sign Language users. Download their app or visit our accessibility web page to connect with an interpreter.

To find out more or to access our additional services visit our online tool edfenergy.com/priorityservices



Calls to UK wide numbers are included in any inclusive call plan you may have. If you don't have an inclusive call plan, calls are charged at a national rate. Please check with your service provider if you're unsure.

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