

## FULL TARIFF RULES FOR EDF ENERGY'S ONLINE S@VER VERSION 4 TARIFF

- All Customers ("You, Your") of EDF Energy ("We, Us or Our") who do not have any outstanding debt and who receive electricity, gas or Dual Fuel subject to a Standard or Economy 7 tariff ("qualifying tariff") via a standard credit meter ("qualifying meter") are eligible to apply to transfer from their existing tariff(s) onto EDF Energy's Online S@ver Version 4 Tariff.
- We will transfer each of your existing accounts onto the Online S@ver Version 4 Tariff after We have received and verified Your registration confirming Your desire to join Our Online S@ver Version 4 Tariff. We will write to You to confirm which account(s) have successfully been transferred onto the Online S@ver Version 4 Tariff, which will be no earlier than 21 November 2009. You will not be able to benefit from any discounts connected with the Online S@ver Version 4 Tariff on any account unless and until such written confirmation has been provided by Us. If you are an existing Customer and have not received such confirmation within 60 days of Your application You should contact 0800 096 9000<sup>†</sup> for further details. If you are a new Customer and have not received such confirmation within 90 days of Your application You should contact 0800 096 9000<sup>†</sup> for further details. **We reserve the right to withdraw the Online S@ver Version 4 Tariff at any time by publishing this on Our website. Any applications We receive after this date will not be accepted.**
- The Online S@ver Version 4 Tariff is a variable price tariff which may be subject to price changes in line with your energy supply terms. However, until 31 December 2010, we will ensure that the Online S@ver Version 4 Tariff unit rates are at least 2% less than our equivalent Standard tariff unit rate (excluding the Fixed Daily Charge which applies to the Online S@ver Version 4 tariff). If at any time prior to 31 December 2010 our Online S@ver Version 4 Tariff unit rate is less than 2% cheaper than our equivalent Standard tariff unit rate we will either:
  - Reduce our Online S@ver Version 4 Tariff unit rate to a rate that is at least 2% less than our equivalent Standard tariff unit rate ("Revised Rate"); or
  - If (a) above is not possible for operational reasons, continue to apply the existing Online S@ver Version 4 Tariff unit rates until we are operationally able to do (a) (the intervening number of days being the Rebate Period), at which point we will provide you with an appropriate rebate (either as a credit to your account or through some other method).  
The appropriate rebate referred to in (b) above, will be calculated by:
    - Identifying a pro-rated consumption volume for the Rebate Period based on a typical annual consumption of 3,300kwh electricity and/or 20,500kwh gas – not annual consumption (the "Rebate Consumption")
    - Identifying the difference (in pence per unit) between the Online S@ver Version 4 Tariff unit rate applied to your account during the Rebate Period and the Revised Rate unit rate (the "Rebate Difference")  
The rebate will then be calculated by applying the Rebate Difference to the Rebate Consumption.
- If you sign up to be supplied on Our Online S@ver Version 4 Tariff You will be required to transfer all Your qualifying fuel accounts onto the Online S@ver Version 4 Tariff rates. Details of the unit rates for the Online S@ver Version 4 Tariff are included in this leaflet or will have been given to You with Online S@ver Version 4 Tariff supply contract. Alternatively, further copies are available on request by contacting Us free on 0800 096 9000<sup>†</sup> quoting "AP17".
- Our Online S@ver Version 4 Tariff rates will apply to all energy consumed by You from the date We apply the Online S@ver Version 4 Tariff(s) to Your account(s) and until Your accounts are withdrawn from the Online S@ver Version 4 Tariff 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 Online S@ver Version 4 Tariff rates) and the period after the withdrawal date (based on the new tariff You are placed on). We shall be entitled to rely on Our own estimated meter readings for Your consumption up to and after such withdrawal date in order to carry out such pro-rating of charges. If after signing up to Our Online S@ver Version 4 Tariff, You change energy supplier or (for whatever reason) take a supply on any tariff other than our Online S@ver Version 4 Tariff, You will immediately be automatically and permanently withdrawn from the Online S@ver Version 4 Tariff.
- You agree to remain on the EDF Energy Online S@ver Version 4 Tariff for each account until the Online S@ver Version 4 Tariff comes to an end, which, unless we write to you to advise of any extension, shall be 31 December 2010 (the "End Date"). If you change supplier before this date, You acknowledge and agree that We may apply an early termination fee to Your energy account(s) which will be £25 for electricity accounts and £25 for gas accounts (a total of £50 for customers with both gas and electricity accounts). Such fee will become a debt on Your energy account(s) and will be recovered through Our normal billing processes.
- Once the Online S@ver Version 4 Tariff ends on the End Date, each participating Customer hereby agrees for each of their energy accounts under the Online S@ver Version 4 Tariff to be automatically transferred onto EDF Energy's standard tariff product at such time, or such alternative product that EDF Energy considers to be an appropriate product for the Customer's metering arrangements. EDF Energy will write to the Customer within 65 working days of the End Date (the "Notice") to confirm this agreed transfer has taken place. If the Customer subsequently changes its mind and wishes to be supplied on an alternative EDF Energy product after the End Date they may contact EDF Energy on 0800 096 9000<sup>†</sup> at any time within 28 days of the Notice to request its energy accounts are transferred onto an alternative EDF Energy product and in these circumstances EDF Energy will update the Customers account with their chosen product with effect from the End Date.
- If You have any account withdrawn from Our Online S@ver Version 4 Tariff, Rule 3 of the above terms will no longer apply in relation to such account. From that point on Your prices will be subject to the normal price increase rules as described in Your supply contract terms.
- If You leave Our Online S@ver Version 4 Tariff You will not be eligible to re-register for Our Online S@ver Version 4 Tariff at any time thereafter without Our express written consent.
- The Online S@ver Version 4 Tariff is not available to customers who are already participating in any of Our other Online or Capped Price, Fixed and Special Price Tariffs ("Related Products"). Customers who are already on Related Products who wish to participate in the Online S@ver Version 4 Tariff can only do so on the condition that they are automatically permanently withdrawn from their existing Related Product. Customers who are on Related Products should not seek to take up the Online S@ver Version 4 Tariff if this is not acceptable to them.
- Participation in the Online S@ver Version 4 Tariff is without prejudice to and shall not affect Our ongoing rights and remedies under the terms and 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.
- We reserve the right to amend all or any part of Online S@ver Version 4 Tariff terms and conditions 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. We reserve the right to end the Online S@ver Version 4 Tariff at any time, including if We need to do so for reasons of regulatory or statutory compliance.
- Registering for the Online S@ver Version 4 Tariff is subject to and will be deemed to be full acceptance of these terms and conditions. Please do not seek to register for the Online S@ver Version 4 Tariff if any of these provisions are unacceptable.

<sup>†</sup> Calls to this number may be recorded and monitored as part of our customer care programme. Calls are free from BT landlines but other network operators<sup>†</sup> may charge for these calls.



[www.edfenergy.com](http://www.edfenergy.com)

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