

Helping you when you're struggling to pay your energy bill

We know that Covid-19 has had a significant impact on our customers' lives and many will be worried about paying their bills. That is why we want to reassure customers that we are here to help.

We are asking all customers who are worried about their finances or about paying a bill to take action and contact us. Ignoring debt only makes the problem worse.

But we can only help if a customer gets in touch with us.

- We have plenty of advice on what to do if you are worried about debt on our website at www.edfenergy.com/for-home/help-support/energy-bill-debt-advice.
- Alternatively, you can call our dedicated debt advice line: 0333 009 6992

By contacting EDF, our expert customer services team will work with every customer to provide **tailored** support to get them out of debt and back in control of their finances as quickly as possible.

www.edfenergy.com/for-home/help-support/energy-bill-debt-advice



WE HAVE A NUMBER OF WAYS WE CAN HELP:

- **Tailored repayment plans:** We know that every person is different and we will work with each customer to agree an affordable repayment plan which is right for them
- **A pay as you go meter** – A smart PAYG meter puts our customers firmly in control of their energy usage and payments. Budgeting is made easy via our app, or by an in-home display that allows customers to see exactly how much energy they're using in pounds and pence. Paying is simple too; customers can set auto-tops, low level alerts and pay online anytime, anywhere.
- **Energy saving advice** – By better understanding our customer's energy use, we also **provide useful tips on how they can save**. This includes installing a smart meter or whether a customer would be eligible for new energy efficiency measures, like insulation, through the Energy Company Obligation.
- If a customer needs extra support with their finances we can also put them in touch with **our partners** at Citizen's Advice Plymouth or Income Max to check for additional income sources.

FOR SMALL BUSINESS CUSTOMERS

We know this is also an incredibly difficult time for small businesses and we are encouraging business customers who are worried about paying their bills to contact us on 0333 200 5103.