

# **BUSINESS MOVES & PAYMENT PROCESSING**

**CCS CUSTOMER ONLINE SESSION**

**11 September 2025**

# AGENDA



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## 1. Business Moves

- General Guidance
- CoT Workflow
- Information & Instructions

## 2. Payments & Direct Debits

- Payment Processing
- Direct Debit
- How to Pay

## 3. Q&A

## HOSTS

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11<sup>TH</sup>  
**SEPTEMBER**  
**2025**

**CHANGE IS IN**  
*OUR POWER*

# 1. BUSINESS MOVES



# BUSINESS MOVES: GENERAL GUIDANCE



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## WHAT IS A CHANGE OF TENANCY (COT)?

A Change of Tenancy (COT) is when someone new takes over responsibility for a premises energy bills. This can be a customer or business moving in or out, and we need to update our accounts to reflect this.

We ask customers to let us know of the change of liability within 28 days, however the sooner the better as we are not always able to backdate a Change of Tenancy more than 28 days.

The first step for any COT request is for the customer to complete a [Moving Location Form](#) on our website.

Once this form is completed the COT Case will be raised in our system within 24 Hours for our team to review.



# COT WORKFLOW



## SLAs

- **All COT requests are reviewed within 10 working days of submission** and any discrepancies or further information required will be communicated to you within this period
- **COT requests with correct information and valid supporting documents will be completed within 20 working days of submission**
- **Consolidated billing accounts can have longer timescales** as we sometimes need to wait for the parent to bill before being able to complete the COT case in our system. In this scenario, the case is then prioritised to be worked as soon as parent bill is released. The final bill will not be issued until next parent bill release.



# MAKING BUSINESS MOVES EASY



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We have two **moving location forms** available for our customers to use:

One is for the outgoing customer (OG - *the customer who is relinquishing liability for the premise*)

The other is for the incoming customer (IC - *the customer who is taking liability for the premise*).

## INFORMATION NEEDED

- **MPAN (Electric) / MPRN (Gas)** - this is the registered number of the supply at the property
- **Contact details** - email address and phone number. It's important that we know who to contact in case further information is need to validate and process the COT.
- **Property address** - the address where the energy supply is located
- **Move date** - date the liability changed
- **Supporting documents** - signed lease / tenancy agreement, legal sale document, land registry, etc.
- **New customer details** - the team will attempt to contact the new customer to verify that they agree to take on liability
- **Meter readings** - for NHH (Non Half Hourly meters)
- **Letter of Authority (LOA)** - if a TPI is submitting the COT on behalf of a customer/client

### Multiple Meters Scenarios (up to 5 supplies at one supply address)

If you have up to five separate supplies located at one supply address, there are fields available to populate on the form.

If you have more than five supplies at one supply address, they can provide details of these in the additional comments box on the form.

### For Bulk Requests (up to 5 supplies at different properties)

If you have up to 5 supplies at different properties, you will need to fill in a form for each of the properties separately.

A 'Bulk COT Request' template can be requested and uploaded to the online submission, along with valid supporting documents.

## 2. PAYMENTS & DIRECT DEBITS

# PAYMENT PROCESSING

- **Simplicity is Key** – Basic remittances are easier to process than complex ones
- **Faster Allocation** – Remits emailed to remittanceadvices@edfenergy.com enable same-day allocation
- **Efficiency** – Payments are allocated through a mix of automation and manual processing
- **Parent vs. Child Accounts** – Child payment remittances require parent-level allocation; easier if remits detail parent level directly
- **Invoice-Level Remittances** – Providing invoice-level payment allocation details allows for accurate allocation, reduces reconciliation errors, and improves financial reporting integrity
- **Communication Challenges** – Missing contact details or "no reply" emails make resolving remit errors difficult

# DIRECT DEBIT

## Paying bills takes time, and time costs money

Paying one bill is estimated to cost organisations between £20 and £50 in administration time. Multiply that by the number of bills you process, and it adds up to a lot of cash.

## Direct Debit is the efficient, cost-effective alternative:

- **Reducing your workload** - less admin and more time saved with no BACs transfers and no postage costs when paying via cheque
- **Avoiding late payment interest charges** because your bills are always paid on time

## DIRECT DEBIT GUARANTEE

When you pay by Direct Debit, you are protected by a money-back guarantee from the bank in the event of any errors.

The Direct Debit Guarantee applies to every single Direct Debit, protecting you in case EDF or the bank makes a mistake.

- The Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits, and you can cancel a Direct Debit at any time
- Every organisation using Direct Debit is inspected and vetted by banks before they're allowed to collect your money - so you know it's in safe hands
- If there are any changes to the amount, date or frequency of your Direct Debit, we will notify you (normally within 10 working days) in advance of your account being debited or as otherwise agreed
- If an error is made in the payment of your Direct Debit, either by EDF or your bank, you are entitled to a full and immediate refund

# HOW TO PAY



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## GUIDE TO PAYING YOUR EDF BILL

Your How to pay your EDF Bill - guide pack covers all the essential information needed when it comes to paying your bill, including ways to pay.

[CCS.edfenergy.com/pay](https://CCS.edfenergy.com/pay)

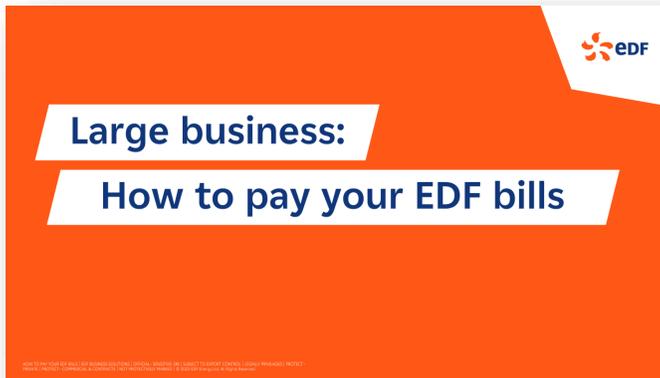


## SETTING UP A DIRECT DEBIT

To set up a direct debit, simply download the form, complete and return to us.

Alternatively, contact us for advice on 0845 300 4904.

[CCS.edfenergy.com/directdebit-form](https://CCS.edfenergy.com/directdebit-form)



The form is titled "Instruction to your Bank or Building Society to pay by Direct Debit". It includes fields for Service User Name (2781162), Account Number, and Building Society Account Number. It also contains a section for "Direct Debit Guarantee" with a list of conditions and a "Direct Debit Guarantee" logo.



 **Q&A** 

# THANK YOU

We'll follow up with an email to get your feedback and suggestions for topics for future drop-in sessions.

## STAY INFORMED

### CCS Resource Centre ('Club CCS')

Here you'll find links to the latest guides, educational material, tools, webinars and events to help you set up and manage your account.

[ccs.edfenergy.com](https://ccs.edfenergy.com)

### TalkPower Webinar Programme

Explore our 2025 webinars covering non-energy costs, power market updates, energy policy and more.

[edfenergy.com/large-business/talk-power](https://edfenergy.com/large-business/talk-power)





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