

The background of the slide is a photograph of a wind farm. Several white wind turbines are visible against a clear blue sky. The foreground is a field of tall, golden-brown grass with some white flowers. The overall scene is bright and sunny.

Processes, Forms & Contacts



I need help with...

**Account
Setup**

Billing

Contracts

Metering

Payment

Queries

Readings

Queries..

**Account
Access &
LOAs**

**Meet your
account
management
team**

**All other
queries**



Contracts..

**Commercial,
contract &
pricing
queries**

Novation

Site addition



Account Setup...

**Change of
occupancy**

**Change of
site address**

Escalation



Readings...

**Estimate
Reads**

**Submit
Readings**



Billing...

**Billing
formats &
frequencies**

**Guide to
eBilling**



Metering...

**Agents &
Metering
charges**

**Change of
measurement
class**

Disconnection

Meter move

**New
connection**

**SMART
meter**



Payment...

**Follow up
letter**

Payment

Rebate

Statement



New Connection

Lead Time: up to 12 weeks



Register your new MPAN with the Network Operator

Who is my Network Operator?



Complete the New Connection Form

- Remember to list your preferred MOP & DC
- Make sure the correct contracting customer name is listed on the form
- Select YES from drop down menu if you want to add the new supply to your group contract

New Connection Form



Wait for your meter installation appointment

- If you have a direct MOP contract, they will contact you directly to confirm the date
- If you do not have a direct MOP contract, we will contact you to confirm the date
- The meter installation appointment can take up to 12 weeks from receipt of the new connection form

Email New Connection Team
Phone: 0845 366 3664 (option 2)



Disconnection

Lead Time: up to 12 weeks



Complete the Termination of supply form

Are you requesting a full disconnection of supply, or a meter to be moved or removed?

Please click the relevant button below

Termination of supply

Meter move / removal



EDF Service Removals team contacts Network Operator

The Network Operator will contact you to schedule the disconnection

Email Service Removals Team
Phone: 0845 366 3664 (1)



Physical Disconnection

It can take up to 12 weeks for the disconnection appointment to take place from receipt of the termination of supply form
EDF will contact you to organise removal of the meter



Notification of Disconnection - EDF closes account

Network Operator contacts all parties to confirm disconnection via a dataflow

Network Operator can take up to 12 weeks to confirm disconnection. EDF will then produce a final invoice



Change of Occupancy

Lead time: 28 days

Complete the Business Moves form

- Complete the form within 28 days of the change of liability date
- You will need to attach a copy of the lease or sale document if you are selling or leasing the premises
- You will receive an email to confirm receipt
- Select YES from the drop down menu if you want to add the new supply to your group contract

[Business Moves Form](#)



EDF Business Moves team logs the request

If you are handing over occupancy, EDF will contact the incoming party to confirm liability before we can proceed



EDF Business Moves team completes process

If you are taking over the supply, EDF will open a new account in your company name, load your new contract and send you initial invoice

If you are handing over a property, EDF will close your account and send you a final invoice

If you are completing a single request for a large number of sites, you can request a bulk COT spreadsheet from the Business Moves Team and return it to them for processing

[Email Business Moves Team](#)



Site Additions

Lead Time: up to 28 days



Issue a site addition request

- If the supply is already registered with EDF, please refer to the Change of Occupancy process instead
- If your site is not in Wales and part of Commercial Delivery, complete the site additions form
- If your site is in Wales and part of Commercial Delivery, email the Commercial Delivery team

Wales, Commercial Delivery

England

Email CCS Sales Mailbox



EDF Customer Success team raises interim contract

- The contract will be raised when the supply is Live. If the supply is de-energised the request will be placed on hold
- Your nominated contact will be sent a copy of your prices for the site



EDF will request registration of the supply

- If the incumbent supplier objects to the registration, EDF will make 3 attempts before terminating the request
- If we receive an objection, we will notify you via email
- You can track progress on the registrations page of the MyBusiness Portal

MyBusiness Portal



When the registration is complete, EDF Welcome Team will open a new account and issue your initial invoice

Please provide EDF Welcome team with the following details to help set up your account

- Photo of NHH meter / readings
- Consolidated billing requirements
- Billing set up requirements
- Site contact details
- Billing and payment contact details

Email Welcome Team



Change of Measurement Class

Lead time: Up to 12 weeks



Complete the new connection form

- Remember to list your preferred MOP & DC
- Make sure the correct contracting customer name is listed on the form

New Connection Form

EDF Customer Success Team

Team raises a contract for your new measurement class, no site addition form required

Email CCS Sales

Wait for your meter installation appointment

- If you have a direct MOP contract, they will contact you directly to confirm the date
- If you do not have a direct MOP contract, we will contact you to confirm the date
- The meter installation appointment can take up to 12 weeks from receipt of the new connection form
- EDF COMC team will hold invoice production while we wait for your new meter technical details from the Meter Operator

Email COMC Team



Novation

Lead Time: up to 12 weeks



Contact CCS with your novation request



CCS will contact EDF with the novation details



EDF will hold invoice production until novation complete



New contract is raised

EDF will close the old account and open a new account in the new contracting name.

Contact CCS

Contact EDF Novations



Smart Meter



Lead Time: up to 12 weeks

Contact EDF to request a Smart Meter

- Specify which meter type you would like
- SMETS2 meters can be provided by EDF MOP and no additional cost to existing NHH dumb meter
- AMR meters can be provided by your preferred MOP
- Provide a site name, number and access details

Request Smart Meter

More about Smart



EDF will contact the nominated person to organise a meter installation

Contact Smart Meter bookings team



Meter install takes 1-2 hours



EDF MOP will send the new meter technical details so they can be loaded onto the account and invoices produced



Meter Move

Lead Time: up to 8 weeks



Do cables need moving?

Contact your Network Operator to organise a date

Who is my Network Operator?



Request Meter Move

- Request D0142 for Meter Move
- Provide LOA if not contract holder
- Provide MPAN and Account Number
- How far the meter is moving
- Where from and to
- Meter access instructions / considerations
- CT Ratio
- KVA
- Preferred date
- Site Name, Contact Number and Email Address

Request Meter Move



EDF sends D0142

- EDF will send the instruction to your nominated MOP
- If you have a direct contract, MOP will likely contact you directly to organise appointment
- If you don't have a direct contract, EDF will confirm the appointment date and time



MOP confirms completion

MOP will confirm completion to EDF



Rebate



Lead Time: monthly, quarterly, twice a year or annually

Request a vendor form

Rebate team set you up as a vendor

The rebate team will send you the form to complete

Notification for task to be completed will be sent to you from edf02@email.hicx.net; please check your SPAM folder

EDF Purchase orders and approvals will be created

Upon receipt of the report, you can raise an invoice to send to EDF

Details of how to raise an invoice will be provided alongside the report

EDF will pay rebate into your nominated bank account

Email Rebate Team

Commissions - New Vendor Form



Submit Reads



Lead Time: 1 month



Complete Reads Template

Email to NHH Data Quality Team

Email NHH Data Team

Reads Uploaded

Using the template means we can use Robotics to quickly upload readings

Submit Reads Template

Bill

- Your reads will be used in billing
- Rebills might be issued if previous invoices have been over or under estimated
- Reads will show on your invoices but potentially mid-billing period depending on when they were taken

Reads Uploaded

- SMETS2 metering costs nothing more but will remove the need to submit reads.
- Contact SMART team if you'd like to install SMART meters

Email SMART team

SMART Meter process



Change Site Address



Confirm Royal Mail address

Use the Royal Mail postcode checker to ensure the new address is listed against the postcode

Royal Mail Postcode Checker

Request change of address via EDF

- Email the CCS Customer Service team
- Confirm the old address, new address, and that Royal Mail reflects the new address
- Provide MPAN and account number

Email CCS Customer Service Team

EDF request update

- EDF check Royal Mail records
- EDF Request site address amendment via MPAS to show on ECOEs Industry Database

Completion

- ECOEs confirm address change
- If Royal Mail has not been updated, ECOEs will reject the request
- If Royal Mail records match, ECOEs will update and EDF systems will automatically populate with the new details



Agents & Metering Charges

Lead Time: 12 weeks

Understand Agent options

- Meter Operator (Meter Maintenance)
- Data Collector (Reading the meter)
- Meter Asset Provider (Owner of meter)

The link below provides more information on:

- How does my data get from my meter to EDF?
- What are the metering charges on my Non Half-Hourly (NHH) bill?
- A bit more about your Meter Operator (MOp)

Metering, Agents & Data

Association of Meter Operators

Contract of Default?

Your choice:

1. Contract directly with MOP / DC &/or Purchase your meter = no pass through metering costs on supply invoice
2. EDF appoint default = MOP/DC &/or Meter Rental costs passed through via supply invoice

EDF appoints agents

Confirm your choice to EDF, provide copies of contracts if applicable

EDF requests appointment of agents

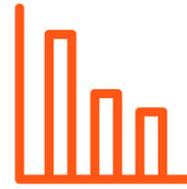
Completion

Agents confirm appointment



Estimated Reads

Lead Time: 4 weeks



Confirm Meter Type

AMR -/HH / SMART =
meter not connecting
NHH Dumb - meter
needs reading



EAC

If there are no reads,
we calculate estimate
based on Estimated
Annual Consumption
figure provided by
DC.



Organise reads

AMR / SMART / HH -
Provide site contact
details to EDF to
organise MOP visit to
fix meter

NHH Dumb - provide 3
sets of reads, with
photos, taken a few
days apart

AMR/Smart
Customer Service Email

Read Submission

Email HH

Email NHH



Completion

AMR / SMART / HH -
Meter is fixed,
exchanged or phone
line installed. Data
Collected, account re-
estimated and rebilled
if appropriate. EAC
updated.

NHH Dumb - reads
loaded, re-estimated
and account rebilled.
EAC updated. Contact
EDF to organise SMART
meter install

Smart Meter Install



Account Access & LOAs

Lead Time: 1 week



Determine Access Level

- Full access - all sites / all details & data
- Partial Access - some sites / some detail & data



Provide Letter of Authority

Send to CCS Customer Services Team

LOA must:

1. Be on contract holder's headed paper / email address
2. State full name of company requesting access, and contract holder name
3. Be signed by appropriate signatory within contract holder, including name and position. This must be a true handwritten signature, not copy and paste
4. For DocuSign, both parts must be attached
5. Have clear effective from and to dates. If no dates is provided, the LOA will be valid for one year from the date of the signature

LOA Template



Provide Supporting Documents

- Partial Access Only - specify MPANs, access levels, data levels
- Confirm individual user names & contact details if relevant
- Confirm whether access is required to the MyBusiness portal at Individual Level
- Send to CCS Customer Service Team

Supporting Document Template



Review

- Make sure that your LOA is kept up to date
- Review annually and provide updated documents where relevant

Email Customer Services Team



Payment



BACS

Payment Details:

- Account Name: EDF Energy Customers Ltd
- Sort Code: 40-05-30
- Account number: 44151844
- Bank: HSBC Bank plc, 60 Queen Street, London, EC4N 4TR

IBAN Number:

GB25MIDL40053044151844

SWIFT Code: MIDLGB22S

Direct Debit

- Complete Direct Debit Mandate
- Send Direct Debit Mandate

Cheque

Cheque payments take longer to allocate than BACs. Please make sure that if paying by cheque, payment will clear the EDF bank within your agreed terms

Remittance

Include

- Child Account Number
- Child Invoice Number & Value
- Parent account number (if consolidated)
- Parent invoice number & Value (if consolidated)
- Date of Payment
- Contact Details
- Name on account

[Send Remittance](#)

[Remittance Template](#)



Follow Up Letter



3 reminder letters to correspondence address.
The third letter is also sent to site address.

Payment Question?

Email **Revenue Team** the following:

- Account number
- Date of letter
- Query details
- Action required
- Copy of Remittance
- Timeframe for Payment

Email Revenue Team

Billing Question?

Email **Customer Services Team** the following:

- Account number
- Query details
- Action required
- Supporting information ie photos of meter

Email Customer Services



Statement



What to provide:

- List of account numbers
- Statement dates (from/to)
- Email address of recipient

[Request Statement](#)



Billing Formats & Frequencies



Consolidated	Umbrella Parent account for a group of sites One monthly VAT compliant Parent invoice	Site level invoice data included One monthly payment at Parent level	Copy invoices available in one of more formats	No Parent level rebilling
Single Site	Individual VAT invoice for each site Individual Payment for each site	Copy invoices available in one or more formats	Rebilling available at site level	Portfolio report Combines all invoice data within a single monthly, weekly or daily .mm file sent via email. Not vat Compliant.
Bill Format	1 VAT compliant invoice format can be provided	Multiple copy invoices can be provided		
PDF	Download from MyBusiness portal			
eBill	.mm File for upload or excel view	Sent via email or download from MyBusiness	eBill Guidelines	eBill Reader
Paper	To premise or alternative specific billing address			

Useful Links:

[eBill Guidelines](#)

[eBill Reader](#)

[How to pay guide](#)



Commercial, Contract

& Pricing Queries



Framework	Information	Contact
Pricing	Information	Contact
Site Additions	Information	Contact
Validations & Site Lists	Contact	
REGOs	Contact	
Small Scale Generation <50GWh	Information	Contact
Large Scale Generation >50GWh/PPAs	Information	Contact
Non Energy Costs	Information	Contact



CCS Account Management Team



Our Crown Commercial Service support team are here to help you with any questions you may have about your account and to make sure you can easily access all the information you need.



Sharon Sage
Senior Manager
of Public Sector

Pete Darke
Strategic Account
Manager

Brian Landau
Account Manager

Emlyn Newton
Service Development
Manager

Shyam Singh
Service Development
Manager

Rachel Willey
Service Development
Manager

Kat Shah
Service Development
Manager

Darryl Pearson
Service Development
Manager

EDF Customer Services

CCSCustomerServices@edfenergy.com

0845 300 4904

EDF Sales

EDFEnergyCCSSales@edfenergy.com

01392 813 870

Contact Details >



A decorative graphic consisting of a yellow sunburst with radiating lines, partially obscured by an orange banner that contains the text 'Understanding your bills'. To the left of the banner are three yellow triangles pointing towards the center.

Understanding your bills

It's important you understand your bill format. There are two sections to your bill:

- **Billing invoice** - This section summarises your account balance and recent charges. It explains what you need to do and by when.
- **Billing detail** - This section details how different charges make up your total bill. You'll see specific metering information, including meter readings your bill is based on.

[Bill Guide >](#)

How to Pay Pack

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.

[Click Here >](#)

Direct Debit Instruction

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

Alternatively, contact us for advice on 0845 300 4904.

[Click Here >](#)



e-brochures

an easier way of working

Having all your information online means it's quick and easy to find, and an ideal format for screen-based working environments.

<https://www.edfenergy.com/>

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