

Welcome Home – Energy Services



Saving tenants money on energy bills is our number one passion.



EDF Energy supply 5.6 million homes in the UK.
... EDF Energy's motto is "Same energy, Better price".

Welcome Home. Saving you money on energy bills is our passion.

We're here to save you money on your energy bills in partnership with EDF Energy.

- Choose your cheaper flexible fixed tariff with us to save money on your energy bills for Credit customers and Pre-Payment customers.
- Removing Standard variable tariff from day one can save up to £150pa
- Switch to zero carbon electricity at zero extra cost

Call FREE on 0800 082 8726 or visit
<https://switch.tenantssavemoney.com>



Simple guide to save you money.



We're EDF, and will be your new energy provider. We like to think we do things differently by keeping everything clear and simple to save you money.



We aim to have your smart meter in your property before you move in. Giving you flexibility on payment and tariffs from day one. Choose credit or prepayment without the hassle.



Tenants Save Money Welcome Call or Call Us on 0800 082 8726. We call you to provide you with the best tariff for your new home. Our aim is to remove expensive energy tariffs from day one for when you move in.



You move in happy benefitting from less stress, cheaper energy and better energy efficiency.



Information to know

Credit Customers

- If you're a credit customer, your accounts will be set up, all we do now is save you money with a fixed tariff for you to choose.

Pre-Pay customer

- When you get your card/key, simply insert it into your meter(s) and follow the prompts on the display screen to register. You can then take your card/key to a PayPoint outlet or Post Office branch to top it up with credit. Once topped up, put the card/key back into your meter (press the red 'A' button for gas) and transfer the credit onto your meter(s).
- Added benefit of a smart meter is convenience of letting you top up on-line without leaving your home.

If you've not been given a new card/key, please call us on 0333 200 5110

Warm Home Discount

You could be entitled to a £140 discount on your electricity bill between October and March through the Warm Home Discount scheme. To see if you're eligible, call 0333 009 7010 or visit <https://www.edfenergy.com/for-home/help-centre/faq/how-do-i-apply-warm-home-discount-support-plus-scheme>

Priority Services

As an energy supplier, we feel it's our responsibility to provide extra support for our most vulnerable energy customers. That's why, if needed, we give you the option to sign up to the free Priority Services Register. Designed specifically for the elderly, disabled or those requiring additional assistance, our Priority Service provides valuable extra help, at no extra cost to you.

How to register To sign up for our free Priority Services, simply call our Careline on 0800 269 450 (calls are free and lines open between 8am to 8pm Monday to Friday and 8am to 2pm on Saturdays) or visit <https://www.edfenergy.com/for-home/help-support/personalised-support-service/digital-tool>. Once you're registered, you can phone our team whenever you need to talk with us about your account.



Useful contact details



**EDF Customer Services
24/7 Automated Number**

**0333 200 5100 Mon – Fri 8am – 8pm (Sat 8am to 2pm)
0333 200 5108**

Pre-payment meter enquires	0333 200 5110 Mon – Fri 8am – 8pm (Sat 8am to 2pm)
Text telephone for customers with hearing difficulties	0800 096 2929 Mon – Fri 8am – 8pm (Sat 8am to 2pm)
Book a smart meter	0333 200 5104 Mon – Fri 8am – 8pm (Sat 8am to 2pm)
Check your balance, submit a meter reading or make a payment.	0800 200 5108 Mon – Fri 8am – 8pm (Sat 8am to 2pm)
Gas Emergency	0800 111 999 24hr emergency service
Electricity Emergency (power cut)	105
Tenants Save Money – Switch and Save on Your Energy Bills	0800 082 8726 Mon-Fri 8.30am to 6pm or visit https://switch.tenantssavemoney.com