

EDF Energy's offer to SHAL's tenants

Is it genuine?

Yes. This isn't fraud or a scam. It's not been advertised nationally or to other EDF Energy customers. The offer is being made exclusively to SHAL's tenants. Friends, family, neighbours and other EDF Energy customers may not be aware of the offer.

How long is the offer available?

The offer is available to customers who apply to swap to EDF Energy/change EDF tariff successfully before 29 February 2020. You might receive the £100 credit after 1 March 2020. If you apply to swap to EDF Energy/change EDF tariff from 1 March 2020 onwards you will not be able to use the offer codes for the £100 credit.

Offer available
until 29 Feb 2020

Is it an online offer only?

No. It's much quicker and easier to swap online but you can use the offer code over the phone.

Has SHAL given my details to EDF Energy?

No. We've not shared names or addresses with EDF Energy.

Does SHAL recommend taking up this offer?

We cannot (and will not) encourage any of our tenants to swap energy providers or change tariffs in order to receive the £100. However, we do encourage all our tenants to make sure they're on the best and most affordable energy tariff(s). SHAL's tenants are not obliged to take up this offer.

I've decided to swap – can SHAL help me go through with it?

No. We're not authorised by the Financial Conduct Authority to help you compare offers available in the energy market or recommend a particular supplier or tariff. Likewise, we're not able to contact EDF Energy on your behalf to apply to switch to them or change your current tariff.

A friend or relative may be able to help you but can also get independent help and support from [Citizens Advice](#).

2 King Square, Bridgwater, Somerset, TA6 3DG

Online: www.shal.org – Email: information@shal.org – Tel: 01278 444344

Will I be signed up to a fixed tariff I can't get out of?

You are free to choose the best tariff available to you. Some may have fixed prices for a fixed amount of time (normally 12, 18 or 24 months) while other tariffs may have variable prices and no fixed period.

Does it matter if I have dual fuel or not?

Whether you have dual fuel (i.e. one payment/tariff with the same supplier for both electric and gas) or separate tariffs with different providers you can still take up the offer. You can choose to move one or both tariffs. However, you will receive only one credit of £100.

Can I benefit if I'm in debt with my supplier?

It depends. If you're not with EDF Energy currently your energy supplier may not let you swap until the debt is cleared. You're not able to claim £100 to help you clear debt with another supplier. If you're in debt with EDF Energy currently you will still be able to take up the offer. The £100 credit will reduce the outstanding debt.

What do I do if I'm in debt and can't swap?

Your supplier has to help you come to a solution. You should try to negotiate a deal that works for both of you. Energy arrears are a 'priority debt'. This means you need to pay them before debts like credit cards. You can agree an affordable payment plan, pay off your debt through your benefits or get extra financial help. Independent help and support is also available from Citizens Advice.

I've swapped but I've not had the £100 yet

When you complete the swap and either sign up to EDF Energy or change your EDF Energy tariff it will take up to 21 days for EDF Energy to finalise everything. Once finalised it will take them a further 30 days (approximately) to credit your account.

You will need to contact EDF Energy directly if you think you haven't received the credit. We're not able to speak to them on your behalf or help you resolve this issue.

If you're not sure about the offer or have any other enquiries please contact EDF Energy.

