

Welcome Pack

Government Commercial Agency
Supplier

Hello

We're delighted to welcome you as a customer to EDF through the Government Commercial Agency (GCA) Electricity framework.

As the largest supplier to the public sector and businesses in the UK, we're the ideal partner to provide you with all your electricity requirements. But we would like to work with you to help you save more energy and money with our energy efficiency expertise.

Click here to check out our membership website for Government Commercial Agency customers

Government Commercial Agency
Supplier



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How we can help

Our Government Commercial Agency 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. We have also put together some important information in this welcome pack that will help you to manage your account, and access the many services we can offer to help you keep track of your energy usage and reduce your bills.

EDF Customer Services

GCACustomerServices@edfenergy.com

0800 033 4449

EDF Sales

GCAcontracting@edfenergy.com

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Meet the team!

Part of the benefit you receive from procuring your energy through GCA is a dedicated team of account managers, as well as a dedicated customer services team.

Here are just a few of our friendly faces:



Pete Darke

Strategic Account Manager



Scott Collins

Senior Relationship Manager



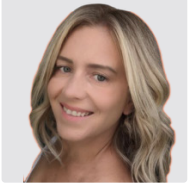
Shyam Singh

Service Development Manager



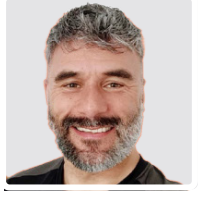
Becca Frankum

Service Development Manager



Rachel Willey

Service Development Manager



Darryl Pearson

Service Development Manager



Dominic Morris

Service Development Manager

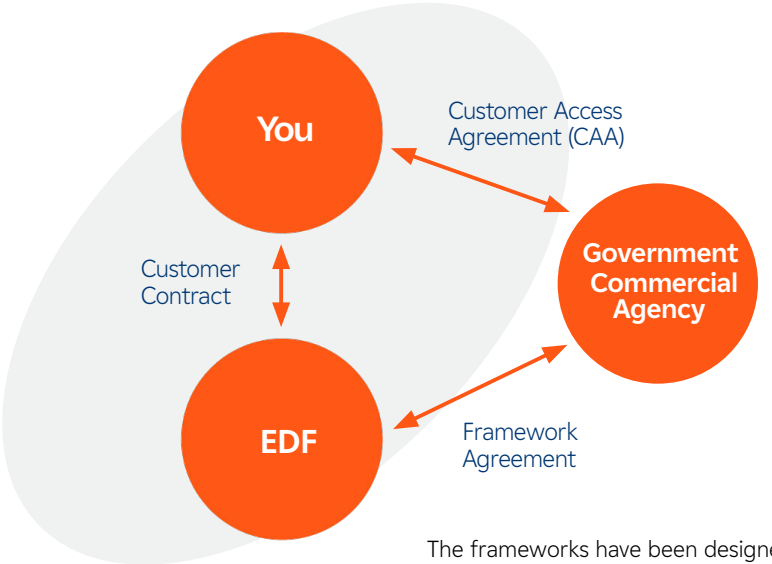
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How the agreement works

The idea behind Government Commercial Agencies strategy for energy procurement is all about managing and reducing the associated risks. Under the collaboration, EDF will facilitate Government Commercial Agency procuring energy as an aggregated volume on behalf of member organisations.

Government Commercial Agency creates benefits by grouping members' consumption together. The Government Commercial Agency team of analysts then constantly watch the energy market and use their expertise to purchase power at the optimum moment.

You'll find useful information about your contract, including what you need to know and when you'll need to do it on the **Government Commercial Agency website**.



The frameworks have been designed to comply with the findings of the Pan Government Energy Project, which recommends that all public sector organisations adopt aggregated, flexible and risk-managed energy procurement.

Click here to find more information about the Framework

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Membership Website

EDF and Government Commercial Agency share the common goal of being dedicated to helping framework members manage, understand and save time, money and carbon. Only framework members get access to all our value-added support services – they're all available through your tailored website.

Updates

Keep up to date with **news and helpful information** from the GCA Framework team at EDF.

Webinars and events

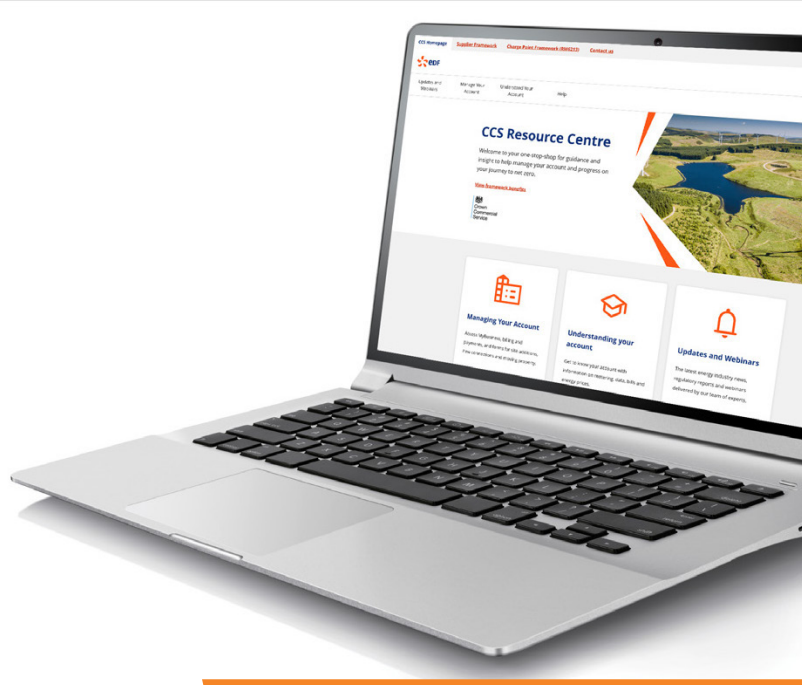
Make sure you're getting the information you need to understand energy. We've designed a number of **webinars** and **events** for GCA Framework members to help you find savings and efficiences.

Capacity review

There could be a quick and easy way to save on energy costs by making sure your Maximum Import Capacity (MIC) is correct. EDF can help you **identify potential savings for free**.

Feedback

Let us know how we're doing. You can rate the membership site and leave comments about how we've helped.



Click here to check out our membership website for Government Commercial Agency customers

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Site Toolkit

Whether you're moving location, need help with your metering or any other help with your sites, all the information you need is here.



Processes, Forms & Contacts

Our **Processes document** covers everything you need to manage your account, billing and everything else.

Registration and adding sites

As of 1st November, all site additions are now managed directly by EDF.
Please Visit:

https://gca.edfenergy.com/form/ccs-site-additions to complete a site addition to the GCA portfolio.

If you have any queries, these can be e-mailed directly to

GCAcontracting@edfenergy.com

Moving in or out?

Keep us up to date on any changes of tenancy. If you're moving in or out of a premise please complete the **online form.**

Change of measurement class

If you need to arrange for an upgrade in your supply we can arrange this with you. Please contact your dedicated customer service team.

New Connections

If you are arranging for a new electricity supply you need to apply for a new connection. More information can be **found here.**

Remember, when adding sites or filling in new connection forms it's important to also fill in your 'Site Additions' form.

Disconnections

If you need to arrange for a supply to be disconnected, we can arrange this for you. Complete the **form here.**

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Account management



Whether it's VAT, monitoring your energy use or simply how you receive your bill, this section gives you all the information need to manage your account.

Processes, Forms & Contacts

Our **Processes document** covers everything you need to manage your account, billing and everything else.

Understanding your bill

In this **guide** you'll find like-for-like illustrations and explanations to help you recognise and understand the various elements which make up your bill.

VAT & CCL documents

If you need to know more about **VAT** or your **Climate Change Levy** we can help you.

Consolidated Billing

Get all **your energy bills combined** into one to help manage payments and see clearly what you're paying for all your energy.

Market Insight

Understand movements in the wholesale market, regulatory information and portal receive triad warnings through our **Market Insight**

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MyBusiness

Take control and discover easy ways to manage your energy account online.

For more information, contact your account manager or visit: **edfenergy.com/large-business/mybusiness**

IMMEDIATE ACCESS...
to your consumption data

- ✓ You can now **produce reports immediately** More info
- ✓ Get **Half Hourly consumption data** up to the previous day - you don't have to wait for your bill
- ✓ **Access to over 2 years** consumption history with the ability to create reports

More info

ONLINE QUERY MANAGEMENT...

- ✓ **Raise all your requests in one place** from updating a contact to changing the billing address
- ✓ **Track your query** from initiation to

More info

ELECTRONIC INVOICES...

- ✓ Easy access to **view and download** all your invoices
- ✓ **Clear view** on all billing activity (including re-bills and credit notes)

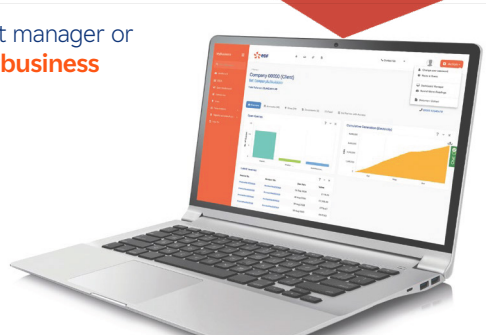
More info

ACCOUNT MANAGEMENT

- ✓ Submit **single or multiple** meter readings at one time
- ✓ **Customisable dashboard** – tailor your overview for quicker insights

ADVANCED SEARCH...

- ✓ **Free text search function** accounts, invoices, MPANs and much more



Click here to check out our handy **MyBusiness user e-guide** available to help you with logging in and navigation.

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Electric vehicle (EV) solutions

As the UK's leading low-carbon energy company, with over 40 years' experience working in the EV industry, we're helping business transition to electric transport. Let us help your organisation drive electric.

Why go electric with EDF?

As an approved supplier on the VCIS framework (RM6213), EDF are proud to be supporting public sector organisations in managing the transition to EVs. Our vehicle charging infrastructure solutions are built on our proven expertise and experience in this emerging sector.

We offer a full end-to-end charging infrastructure solution through this Government Commercial Agency (GCA) framework, including funding, installation and project delivery to support the transition to low emission vehicles and net-zero carbon.

For more information on how to proceed using the VCIS framework, please visit the **GCA website**. To speak to one of our dedicated team members about our EV solutions for the public sector, visit our contact page.

Get in touch ›

We're experienced

We installed our first EV charging points in London in 1999 and powered the EV charging for the London 2012 Olympic and Paralympic games.

We're trusted

EDF is trusted to help electrify the transport needs of our customers. For example, at Decathlon's Northampton depot, and support the electrification of the first 1000 EVs in Royal Mail's fleet upgrade program.

We're invested

EDF has made substantial investment in line with EDF Group's commitment to become Europe's leading e-mobility energy company by 2022.



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We're here to partner you on your journey to net zero

One Account Manager. A whole family of net zero specialists.

EDF has announced a £50 billion investment in zero carbon electricity to support UK plc's transition to net zero. That's good for the economy, good for jobs and good for your business too. Because you already have your own Account Manager, dedicated to looking after all your business' net zero electricity needs. They're behind you all the way – and behind them is a family of net zero specialists ready to help you on every step of your journey to meeting your net zero ambitions. One change at a time.

We're doing everything we can to help your business cut your carbon emissions to nothing.

The **right zero carbon supply** solution to help drive efficiencies

The **right mix of wind, nuclear and solar** to power your net zero credentials

The **right charge point solution** powered by zero carbon electricity

The **right tips, tools, training and tech** to help your team save money, hassle and carbon

The **right net zero specialists** to help you go for zero, one change at a time











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Powering your net zero journey

The journey to net zero isn't a one-size-fits-all: there are a number of ways businesses can reduce their carbon footprint.

We have in-house expertise and access to EDF group partners, to effectively guide and support business and public sector. This includes building a specific long-term action plan to reach net zero.



Dalkia – decarbonisation and optimisation

Dalkia is one of the UK's leading technical and energy services providers at the forefront of delivering net zero solutions.

Their business areas to support EDF Business Solutions customers include:

- Energy Services – providing large turnkey, carbon and energy saving projects, also working with external funders.
- Facilities Services – technically led facilities management that optimises assets and building performance
- Specialist Services – experts in systems integration, fire & safety systems, and critically controlled environments, such as clean rooms and tunnels

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Community benefits



Improving people's lives

EDF is Britain's biggest zero carbon electricity generator and aims to help Britain achieve net zero. EDF is a leading investor and industrial developer of wind, nuclear and solar generation alongside energy storage, efficiency, and other new technologies to support the transition to a low-carbon economy.

EDF commits to the following Community Benefits Proposal to ensure an effective contribution to the UK's national outcomes and the social, economic, and environmental wellbeing of the people in the UK through the performance of the Framework Agreement.

- ✓ **Social Value Engagement Hub:** EDF will create a new Social Value Engagement Hub to maximise the health and wellbeing of our staff, suppliers, customers and communities.
- ✓ **Educational support initiatives:** Through its membership with Business in the Community (BiTC), EDF can access volunteering programmes to help students prepare for careers and further education, support primary-aged children, develop partnerships with schools and integrate climate action in the education space.
- ✓ **Engagement with communities:** EDF commits to engage with local communities to ensure that their needs and requests are taken into consideration.
- ✓ **Recruitment and work-related training for priority groups:** EDF supports employment for priority groups through several equality, diversity, and inclusion initiatives, such as employee networks providing platforms for employees to share views, an occupational health service, an employee support program, workforce diversity targets and the apprenticeship schemes to recruit and train people.

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The EDF team is here to help...

0800 033 4449

GCACustomerServices@edfenergy.com

Click here to check out our membership website for Government Commercial Agency customers

We may monitor and/or record calls for security, quality or training purposes. Calls to 0845 numbers will cost 2p per minute plus your standard network charges. The price of calls may vary with other operators and calls from mobiles may be considerably higher. Please check with your operator for exact charges. Calls to '0800' numbers are free from BT landlines, other network operators' charges may vary. Lines are open Monday - Friday 8am - 5pm.



We're proud to be a zero carbon supplier

Every year we must publish details of the fuel sources that have been used to generate the electricity we supply to our customers. The information in the table below covers our supply licence for EDF Energy Customers Ltd for the period from April 2024 to March 2025. Our customers' electricity is sourced from our own UK power stations, the wholesale energy market and other independent power generators. We are a major supporter of independent renewable generators.

	Coal	Gas	Nuclear	Renewable	Other	CO_2 g/kWh	Radioactive waste g/kWh
EDF's fuel mix	**4.2%**	**21.0%**	**54.8%**	**18.2%**	**1.8%**	**135**	**0.0038**
Contribution to our carbon emissions	28.3%	59.3%	0.0%	0.0%	12.4%		
UK average fuel mix	**5.9%**	**33.3%**	**16.2%**	**42.1%**	**2.5%**	**154**	**0.0011**

The figures for UK average fuel mix are provided by the Department for Energy Security & Net Zero (DESNZ). Depending on the tariff you are on, the fuel source and carbon emissions associated with the generation of your electricity may vary. For more information on our fuel mix, visit **edfenergy.com/fuelmix**

This next table shows you the fuel mix of our supply contracts. As an EDF customer your business should also be proud to be contributing to the zero carbon future of the UK.

EDF's fuel mix per tariff or product	Coal	Gas	Nuclear	Renewable	Other	CO_2 g/kWh	Radioactive waste g/kWh
Zero Carbon(1)	0.0%	0.0%	100.0%	0.0%	0.0%	0	0.0070
Renewable(2)	0.0%	0.0%	0.0%	100.0%	0.0%	0	0.0000
All other(3)	7.2%	36.2%	53.0%	0.5%	3.1%	233	0.0037

(1) Zero carbon: Zero carbon tariffs and products include any sold as 'nuclear backed', such as Zero Carbon for Business (formerly Blue for Business).

(2) Renewable: All renewable tariffs and products.

(3) All other: All other tariffs and products - tariffs not referred to as Zero Carbon or Renewable.

The nuclear backed and renewable electricity that we buy for Residential, SME, Zero Carbon for Business (formerly Blue for Business) or Renewable tariffs and products is supplied into the National Grid. Customers receive that electricity through the National Grid, not directly from zero-carbon generators.

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Government Commercial Agency *Supplier*

EDF

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.

CHANGE IS IN *OUR POWER*

EDF Energy Customers Ltd with registered number 2228297. EDF Energy 1 Limited with registered number 3986835.
Registered offices at Nova North, 11 Bressenden Place, London, SW1E 5BY. Incorporated in England and Wales.

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