



## Dear Customer,

30th October 2024

In line with our previous communication about a proposed restriction to our supply licences and our intention to become a dedicated business energy supplier, we have reached an important step in the process. We have reached an agreement with EDF Energy to transfer your account to them and received an approval from Ofgem for the transfer.

Details about EDF Energy, along with their contact details and terms of business can be found on the below link:

<https://www.edfenergy.com/help-support/welcoming-positve-energy-customers>

We anticipate that your transfer to EDF Energy will commence on 13/11/2024. If you do not wish to be transferred to EDF Energy, you must switch to the supplier of your choice before 12/11/2024. To help you find another supplier, please check out Ofgem-accredited price comparison websites: <https://www.ofgem.gov.uk/information-consumers/energy-advice-households/switching-energy-tariff-or-supplier>

We want to assure you that regardless of whether you transfer to EDF Energy or switch to another supplier, your supply will not be interrupted.

### What happens if I have a credit balance?

If you transfer to EDF Energy, any credit balance you have with Positive Energy will automatically move to your EDF Energy account once the transfer is completed and we have finalised your account.

If you switch to another supplier, any credit balance you have with Positive Energy will be paid back to you directly once the switch is completed and we have finalised your account.

### What happens if I have an unresolved query or complaint?

We will endeavor to resolve any open queries or complaints you have before you leave. However, where we are unable to do so and where resolution requires the input / involvement of the registered supplier, we will provide any necessary information to the relevant supplier.

### What will I be paying if I transfer to EDF Energy?

If you are on a fixed term contract with Positive Energy, EDF Energy will honour the contract until the end date.

EDF Energy may, at their discretion, offer you a tariff that is lower than your contracted tariff.

If you are on a standard variable tariff, you will transfer to EDF Energy on the same tariff. Following your transfer EDF Energy will contact you to advise on the contracts and tariffs available including their cheapest tariff.

### What happens to my Direct Debit if I transfer to EDF Energy?

If you pay by Direct Debit, it will be cancelled after we collect your final invoice. EDF Energy will contact you following the transfer to set up a new Direct Debit mandate.



### **What's next?**

If you have not arranged a switch to another supplier, we will share any required details with EDF Energy to complete your transfer to them. Once your transfer is complete EDF Energy will contact you to complete your on-boarding. We expect your transfer to EDF Energy will be completed by 30/11/2024.

### **What you should do in the meantime**

Please take a picture of your meter read as soon as physically possible and share it with us. This will not be necessary for all meter types, but it is always safest to ensure you are being billed correctly.

You can find information on how to read your meter on the Citizens Advice website here:

<https://www.citizensadvice.org.uk/consumer/energy/energy-supply/your-energy-meter/how-to-read-your-smart-electricity-meter/>

If you have any concerns or wish to speak to someone directly please call our Customer Care Team on 0333 370 9900, send an email to [customer care@pe.solutions](mailto:customer care@pe.solutions). We are open Monday – Friday from 9am – 7pm.

Please check out our website <https://pe.solutions/licence-restriction/> for frequently asked questions and updates.

Alternatively, should you wish to seek independent advice you can go to <https://www.citizensadvice.org.uk/consumer/energy/energy-supply/> if you are based in England & Wales or <https://www.citizensadvice.org.uk/scotland/consumer/energy/energy-supply/> if you are based in Scotland. Or call their consumer service free on 0808 223 1133.

Kind regards,

Positive Energy