Smell Gas - Immediately call **0800 111 999** (24hrs)
Power cut? Call **105** to get through to your electricity distributor

Yelldon Limited
Woodland Lodges Holiday Park No:20
Woodland Lodges Holiday P
Allt Esgair
Carmarthen
SA33 4LF

Supply address: Woodland Lodges,
Lodge 14, Allt Esgair, St. Clears,
Carmarthen, SA33 4LF

A

Your credit note

Credit note number: KCR-1792364D-0005
Account number: A-1792364D
Date issued: 05 February 2026

Gas emergency
If you smell gas, think you have a gas leak or have any concerns regarding carbon monoxide, immediately open all windows and doors and extinguish any naked flames including cigarettes, then call the Gas Emergency Services free on 0800 111 999 (free 24 hour national emergency line)

Total credits

	Net credits	Climate Change Levy (CCL)	VAT	Total
Reversed account charge	£2,780.02	£0.00	£139.00	£2,919.02
Reversed account charge	£120.37	£0.00	£6.02	£126.39
Reversed account charge	£231.84	£0.00	£11.59	£243.43
Reversed account charge	£192.17	£0.00	£9.61	£201.78
Reversed account charge	£392.37	£0.00	£19.62	£411.99
Reversed account charge	£284.48	£0.00	£14.22	£298.70
Total credits for this bill				**£4,201.31**

Distributor enquiries:
National Grid Elec Dist
(South Wales), Lostwithiel
Road, Bodmin, Cornwall,
PL31 1DE.
Call 0800 096 3080

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Get in touch
Here's your account number in case you need it when you get in touch: A-1792364D.

Drop us an email
Our team of energy specialists are ready to answer your questions by email – we'll aim to get back to you within 48 hours. Please include your account number.
Email **hellobusiness@edfenergy.com**

Get your questions answered
Take a look at our frequently asked questions. Go to **edfenergy.com/sme-faqs**

Get help with your bills
Find the help you need to manage your energy bills and keep costs down. Go to **edfenergy.com/sme-help**

Tell us you're moving
Give us a call to let us know you're moving – and ask us about energy plans for your new premises at the same time. Remember to give us a call with your final meter readings too.
Call 0330 912 9959

Other ways to get in touch

- **WhatsApp or text**: send your question to 0778 256 9959 (we'll get back as soon as we can)
- **Call**: 0330 912 9959
- **Call from abroad**: +44 191 743 9959
- **Post**: Freepost EDF CUSTOMER CORRESPONDENCE

Manage your energy the easy way
MyAccount
MyAccount lets you view and pay your invoices, submit meter readings, change tariffs, change your billing address, and more.

EDF app
Get all the benefits of MyAccount, and manage your energy on the go with our mobile app. Find out more at **edfenergy.com/sme-manage-account**

Independent advice and support
If you're struggling to pay your energy bill or have an energy problem you can speak with the Citizens Advice consumer service for independent energy advice.

- Go to **citizensadvice.org.uk/energy**
- Call **0808 223 1133** (Monday to Friday, 9am to 5pm, closed bank holidays, calls are free)
- Call **0808 223 1144** to speak to a Welsh speaking adviser (Monday to Friday 9am-5pm, closed bank holidays, calls are free)
- Call **18001** followed by **0808 223 1133** for Relay UK - helping people with hearing and speech difficulties communicate.
- Speak to an energy adviser online at **citizensadvice.org.uk/energychat** (Monday to Friday, 9am to 5pm, closed bank holidays)

If you live in Scotland

- Go to **energyadvice.scot**
- Call **0808 196 8660** (Monday to Friday 9am to 5pm, calls are free)
- For British Sign Language enquiries go to **contactscotland-bsl.org**

Micro businesses
If you have a complaint about an energy broker, please raise it directly with your broker. Find out more about micro businesses at **edfenergy.com/microbusiness**

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Make a complaint

Please get in touch with our energy specialists if you have a complaint. They'll do everything they can to put things right as quickly as possible, keeping you updated along the way. Let them know if you're unhappy with progress. They'll get your complaint reassessed, and tell you the outcome. Go to **edfenergy.com/sme-complaint** for our full complaints procedure.

Unresolved complaints

Has your complaint with us or your energy broker taken more than eight weeks to resolve, or do you have a 'deadlock' letter? You can get in touch with the Energy Ombudsman. The service is free and independent, and any decision the Ombudsman makes is binding on us – not you. Call **0330 440 1624**; email **enquiry@energyombudsman.org**; visit **energyombudsman.org**

If you are a Small Business or Micro Business who has appointed a TPI, they'll be a member of a qualifying dispute settlement scheme and can direct you to that service. If you are unable to contact your TPI, you can contact us at **http://edfenergy.com/complaints**

Climate Change Levy (CCL)

The government created the Climate Change Levy to encourage businesses to be more energy efficient and reduce emissions. We collect this environment tax from our customers for the government. Go to **edfenergy.com/cclexplained** for more information. Our CCL registration number is 5523 0142.

Your privacy

To find out how we protect and use your data, please see our Privacy Notice Policy at **edfenergy.com/yourprivacy**. You can ask us to post you a copy, by calling 0333 200 5100.

Energy theft

Interfering with meters and connections to steal electricity or gas is a crime. It's also extremely dangerous and increases costs for all our customers. Call Stay Energy Safe on 0800 023 2777 if you suspect energy theft; calls are free and confidential.

Information booklets

Our free booklets cover things like paying your bills, energy efficiency, gas safety, how to complain, priority services and prepayment meters. You can download them from **https://edfenergy.com/info-booklets** or order copies by calling us on 0333 006 9950

VAT

Our VAT registration number is 523 0412 02.

Our Fuel Mix

Find out more at **edfenergy.com/fuel-mix**

April 2024 - March 2025	Fuel mix and carbon contributions (%)					Environment impact (g/kWh)	
	Coal	Gas	Nuclear	Renewable	Other	CO2	Radioactive waste
EDF fuel mix	4.2	21.0	54.8	18.2	1.8	135	0.0038
EDF carbon contributions	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

*Data from the Department for Energy Security and Net Zero (DESNZ)

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