



FLEXIBLE ENERGY PRODUCTS

# WELCOME

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PUTTING ENERGY TO WORK

# HELLO

**We are delighted to welcome you to Total Gas & Power!**  
**From this point onwards, you and your business will be supported by the energy industry's leading gas and electricity supplier to UK businesses.**

To get you up and running, please check that your details are correct in the attached forms. Please also send us important information relating to your VAT & CCL. You'll then be all set for a great experience with us.



## **Our Vision**

To become the UK's most trusted energy supplier.

## **Combined, our values are our strength:**

- Safety
- Respect for each other
- Pioneer spirit
- Stand together
- Performance-minded

**Our customers rate us as “Great” on Trustpilot – and we know you will too.**



# GETTING STARTED

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As business energy specialists, we want to ensure you enjoy the best possible experience with us. To enable us to achieve this, we will contact you to discuss any individual requirements you may have. We have been busy preparing for your arrival and we're looking forward to getting to know you and your business.

Your previous supplier, Ørsted, has given us lots of information about your account. However, there's some details that they were unable to share with us. Ørsted will be sending us your information relating to VAT & CCL however, HMRC requires you to complete a new form. Please therefore complete and return to us any necessary VAT & CCL forms at the soonest opportunity.



**Over 200,000  
business sites  
across the UK are  
supplied with energy  
by Total Gas & Power.**

If you believe we may not have your correct contact details, please email us on [WelcomeMB@totalgp.com](mailto:WelcomeMB@totalgp.com). Include your title, name, position within your organisation, phone number, company name and site postcode(s).

In the meantime, please take a meter reading unless you have an AMR or Smart Meter (SMETS1 or SMETS2 that are DCC active). Please send us your first meter reading to:

[WelcomeMB@totalgp.com](mailto:WelcomeMB@totalgp.com)

and include the corresponding MPRs and/or MPANs for each reading. This will help us to identify your account.

We look forward to speaking to you very soon.

# INVOICING OPTIONS

## Total Gas & Power Account Details

Bank Name  
**HSBC Bank plc**

Account Name  
**Total Gas & Power EBE Collections**

Account Number  
**81403346**

Sort Code  
**40-02-50**

Branch  
**Regional Serv Centre Europe**

Please ensure that the remittance advice clearly states the invoice number, the amount paid and your energy account number once you have it. This should be marked for the attention of 'The Treasury Department' at Total Gas & Power or emailed to [remittances@totalgp.com](mailto:remittances@totalgp.com)

From day one, we want to bill you in the way that best suits your requirements. Therefore, please ensure that your preferred billing options are made known to us.

Here are some of our most popular options. However, if you have bespoke requirements, please let us know.

### Online Paperless Billing

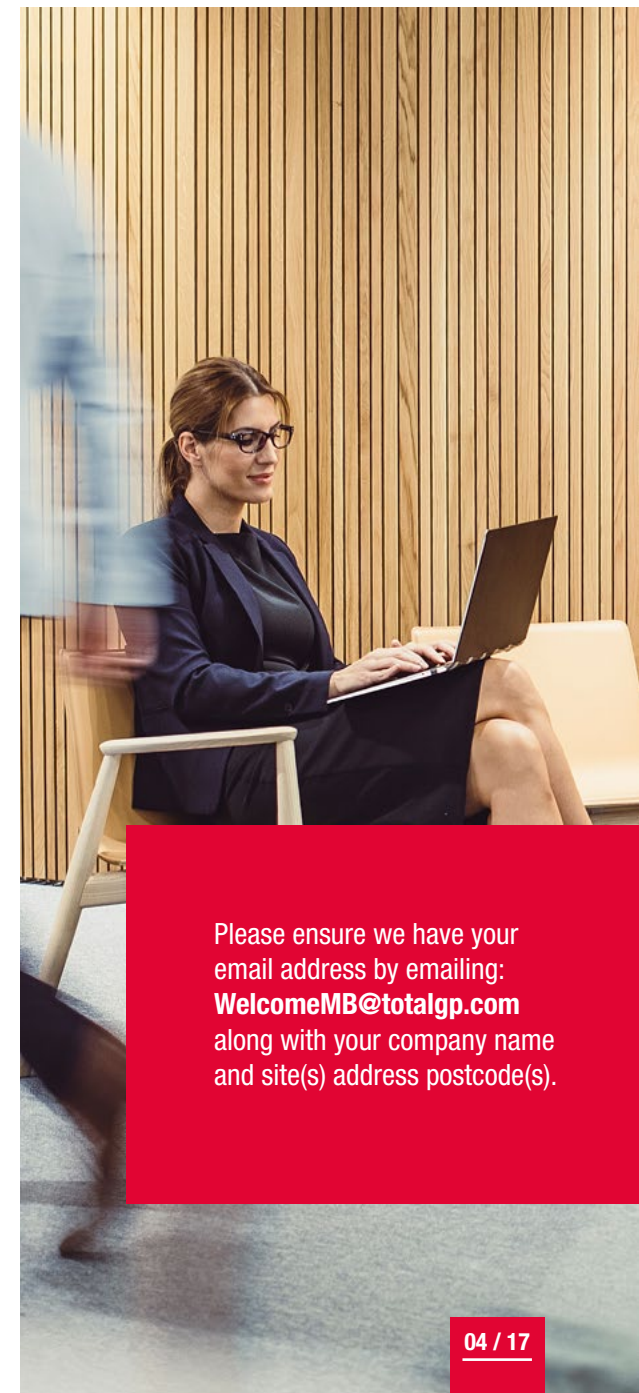
You will have access to online bills and email reminders via our customer portal. You can request to either view online, receive reminders or receive PDFs of your invoices via email. This is the standard option. If we have your email address you will shortly receive your logon details from: [customer.portal@totalgp.com](mailto:customer.portal@totalgp.com)

### Consolidated Billing

Consolidated billing provides a single tax invoice per month whilst also providing an electronic summary output with individual site charges detailed in an excel format. This is typically beneficial to customers who have multisite portfolios.

### EDI Billing

Electronic data interface (EDI) sends your billing data in an encrypted text and can be uploaded into EDI friendly systems. Large multisite customers often choose this. If EDI is your preferred option, please let us know: [WelcomeMB@totalgp.com](mailto:WelcomeMB@totalgp.com)



Please ensure we have your email address by emailing: [WelcomeMB@totalgp.com](mailto:WelcomeMB@totalgp.com) along with your company name and site(s) address postcode(s).

# WE ARE HERE TO HELP

We have created a dedicated team of energy experts to assist with the smooth transition from Ørsted to Total Gas & Power.

Our dedicated 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 to manage your accounts effectively.



## Total Gas & Power Customer Support

Email  
[WelcomeMB@totalgp.com](mailto:WelcomeMB@totalgp.com)

Telephone  
**01737 275587**

When we speak to you, we will advise you of the name and contact details of your dedicated account manager.

### Customer Service Account Managers

- Account set-up for billing
- First point of contact
- Read management
- Billing creation and delivery
- Query resolution
- COO management
- Billing discrepancies
- Complaint handling
- Management information reporting
- Access online portals

### Credit Controllers

- Overdue invoice management
- Account statements & debt reports
- Copy invoices

### Sales Support

- Supply additions
- Pricing queries
- Registration management

### Sales Account Managers

- Contract management
- Escalation points
- Customer relationship management
- Contract KPI
- Management information reporting
- Development
- Innovation
- Ancillary services

# ENERGY MANAGEMENT

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## Origination and Customer Solutions Team

The Origination and Customer Solutions team are here to provide you with market information, forward views of fundamentals, work with you on wholesale origination and provide detailed analysis and research on specific market subjects that you need help on.

### Matthew Devoy

Origination & Customer Solutions Manager  
[matthew.devoy@total.com](mailto:matthew.devoy@total.com)

### Remy Holmes

Origination & Customer Solutions Analyst  
[remy.holmes@total.com](mailto:remy.holmes@total.com)

### Anna Pettoello

Deputy O&CS Manager  
[anna.pettoello@total.de](mailto:anna.pettoello@total.de)

### Ben Charles

Origination & Customer Solutions Analyst  
[ben.charles@total.com](mailto:ben.charles@total.com)

Email  
[customer.solutions@totalgp.com](mailto:customer.solutions@totalgp.com)

Telephone  
**01737 854710**

Open Mon-Fri, 8.30am-4.30pm

## Hedging and Optimisation Team

The Hedging and Optimisation team are here for your day-to-day transactions and brief market updates, when required. The team of market analysts can provide updates on the current intraday market drivers.

### Jamie Smith

Hedging & Optimisation Manager  
[jamie.smith@total.com](mailto:jamie.smith@total.com)

### Xavier Noel

Transactional Analyst  
[xavier.noel@total.com](mailto:xavier.noel@total.com)

### Nick Morgan

Transactional Analyst  
[nick.morgan@total.com](mailto:nick.morgan@total.com)

### Theo Piotrowski

Transactional Analyst  
[theo.piotrowski@total.com](mailto:theo.piotrowski@total.com)

# PRICING PROCESS

## GAS

1. Pricing department run pre-checks.

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2. 1st - 4th Working Day  
Read exceptions (if applicable) are worked to validate consumption.

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3. From the 5th Working Day  
Our pricing system generates the Cost of Gas (CoG) report and this will be issued to you.

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4. Once the CoG has been agreed (or 48 hours after issue) the prices will be uploaded to the billing system overnight.

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5. Invoices/billing reports will be checked by the Servicing department and then sent out from 6th calendar day.

## POWER

1. Pricing department run pre-checks.

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2. 1st - 4th Working Day  
Read exceptions (if applicable) are worked to validate consumption.

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3. 1st - 6th Working Day  
Our pricing system generates the Cost of Electricity (CoE) report and this will be issued to you.

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4. Once the CoE has been agreed (or 48 hours after issue) the prices will be uploaded to the billing system overnight.

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5. Invoices/billing reports will be checked by the Servicing department and then sent out from 6th calendar day.

# REPORTS

## Close Report

- Daily

## Afternoon Report

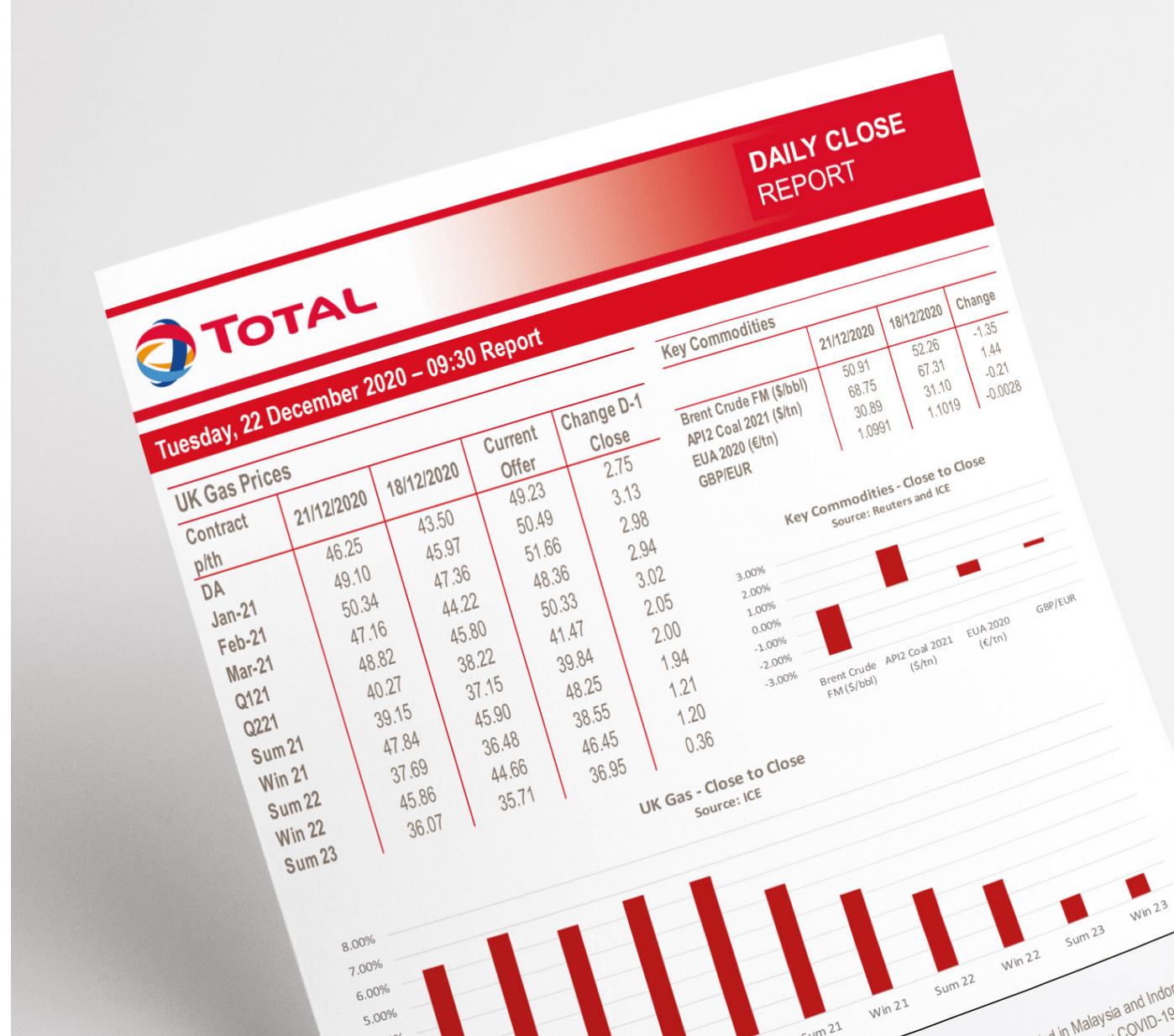
- Daily

## Position Reports (Pricing)

- Weekly

## Policy Reports (Regulation)

- Weekly/Monthly





# AVAILABLE TOOLS



**5 Year Market Prices**



**Price Alerts**



**Half-Hourly Market Prices**



**Webinars**



**Energy Management  
Customer Meetings**

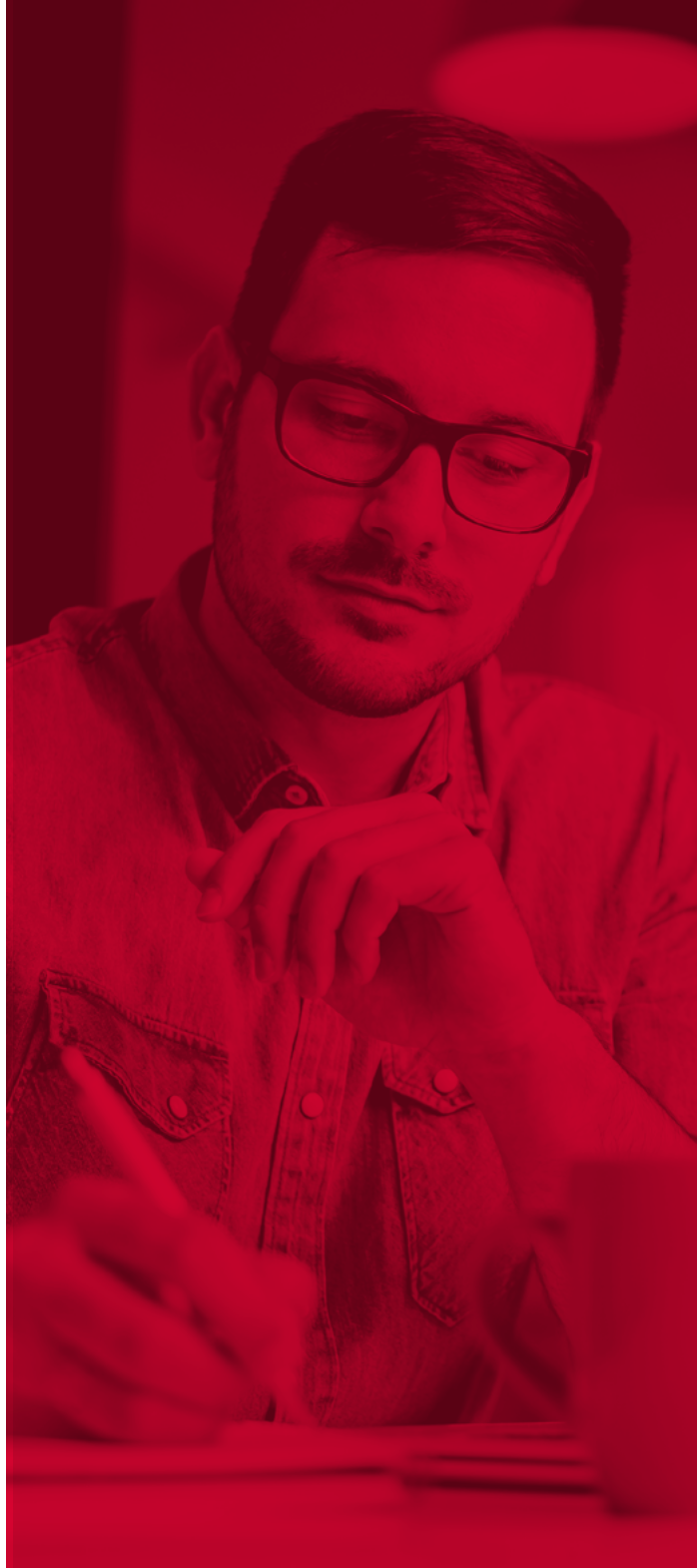


# METER READINGS

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We have requested for a representative to collect a meter reading around the date of your transfer. However, we understand that the visit may not be convenient for you, so we strongly recommend that you send us your meter reading today to [WelcomeMB@totalgp.com](mailto:WelcomeMB@totalgp.com) to ensure your bills are as accurate as possible.

**Please note that if you have an AMR or Smart Meter (only SMETS1 or SMETS2 that are DCC active) you will not need to send us meter readings.**



If you have multiple meters, please feel free to email us your meter readings on a spreadsheet. For gas meters, please match the reading to the relevant MPRNs (meter point reference numbers) and for electricity please match the reading to the relevant MPANs (meter point administration numbers).

Once you have been given an account number, you may also use this as the reference for your account. Please email your first readings to [WelcomeMB@totalgp.com](mailto:WelcomeMB@totalgp.com) and subsequent readings to your Account Manager who will be allocated to you upon your arrival.

# 24 HR GAS EMERGENCIES

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If you can smell gas and believe there is a gas leak, please call National Grid's 24 hour gas emergency service:

**0800 111 999**

## Smell Gas?

What do I do in the event of a possible gas escape?

- Report the gas escape on **0800 111 999**.
- If you are calling from a mobile phone, then go outside first.
- Turn the gas off at the meter/emergency control and leave it off until the escape has been repaired.
- Extinguish all naked flames.
- Open doors and windows for ventilation.
- Keep people away from the area affected.
- Do not turn any electrical switches on or off.
- If an electrical security entry lock/phone is fitted, then this must not be operated. The door must be opened manually when the engineer arrives.
- Immediate access by the National Grid engineer is required.
- Do not smoke or strike matches.
- **Underground advice:**  
Do not re-enter the area, even to turn off the meter. Turn off all other appliances above ground, evacuate the building and inform the site manager.

# 24 HR ELECTRICITY EMERGENCIES

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In the event of an electricity  
emergency or power cut, call:

# 105

This national emergency number is free of charge and will put you through to your local electricity network operator who can give you help and advice.

Please report to us or to your area  
operator if any of the following  
incidents occur:

- Electricity meters and associated equipment that are not secure or waterproof.
- Overhead lines that are on the ground or have become low enough for the public or vehicles to come into contact with.
- Sparking overhead wires that have become damaged or caught up by broken tree branches.
- Damage to equipment or lines.
- Broken substation fences or damaged electricity manhole covers in the road or pavement which leave live equipment exposed.

If there are cables on or near the ground, please keep clear of them and stop anyone else approaching them.

The cables may still be alive and able to conduct electricity through damp ground or metallic objects. If these cables are on the public highway or footpaths, dial 999, and report the matter to the police. In the meantime you can help by keeping the public/passers-by away from the area.

If you require the name and postal address of your licensed distributor you can find them on our website [www.gas-power.total.co.uk/information-centre/emergency-essentials](http://www.gas-power.total.co.uk/information-centre/emergency-essentials) or you can call our Customer Services Team on **0333 003 7874**.

# FREQUENTLY ASKED QUESTIONS

1 / 2

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## What will happen when I transfer?

We have requested for a representative to collect a meter reading around the date of your transfer. However, we understand that the visit may not be convenient for you, so we strongly recommend that you send us your meter reading today to ensure your bills are as accurate as possible.

The transfer of energy provider will not cause any interruption to your supply and will not affect the standard of service you receive.

If you have any questions, please email us at: [WelcomeMB@totalgp.com](mailto:WelcomeMB@totalgp.com)

## What should my VAT rate be?

A valid exemption certificate must be received by Total Gas & Power at the soonest opportunity. To find out if you qualify, please contact HM Customs & Excise. You will be charged 5% VAT if your site consumes below 4,397 kWh (gas) or 1,000 kWh (electricity) in any given month. This is automatically calculated on your bill and a completed VAT Declaration form is not required. 20% VAT - this is the standard VAT rate that will be applied to the account if you are not exempt or at the lower rate.

## Do I qualify for VAT De Minimis?

In accordance with HMRC guidelines on how to calculate VAT for your invoice, if you have more than one gas meter at a set of premises owned or occupied by you then the combined consumption of all meters needs to be considered when we calculate the correct rate of VAT. Using data provided to us by Ørsted, we have already grouped meters at the same premises together, details of which you will find in your customer information form. If you wish to change this, please email us as soon as possible.

# FREQUENTLY ASKED QUESTIONS

2 / 2

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## Can my meter be read remotely?

If you already have an Automated Meter Reading (AMR) or Smart Meter (only SMETS1 or SMETS2 that are DCC active), we aim to take responsibility for this upon the transfer of your account to us. If you don't already have one, we offer a remote meter reading solution as well as Smart Meters. If you would like to upgrade the meter to the Smart (SMETS2) or AMR equipment at your site, request your installation upgrade at:

[www.gas-power.total.co.uk/meterupgrade](http://www.gas-power.total.co.uk/meterupgrade)

## Can I receive my invoices online?

Yes, you can. If we have your email address you will shortly receive your login details from: [customer.portal@totalgp.com](mailto:customer.portal@totalgp.com)

If you've received this information via post, please send us an email to: [WelcomeMB@totalgp.com](mailto:WelcomeMB@totalgp.com) including your contact details, company name and the meter point references you'd like to view online.



## Can't find the answer to your question here?

In the first instance please email:  
[WelcomeMB@totalgp.com](mailto:WelcomeMB@totalgp.com)

Alternatively, please visit our website:  
[www.totalgp.com](http://www.totalgp.com)

We will endeavour to get back to you within 48 hours.



# ABOUT TOTAL GAS & POWER

**Total Gas & Power, part of the Total Group of businesses, is one of the leading energy suppliers to industrial, commercial and business customers within the UK. We're business energy experts, and have supplied gas to businesses since 1987 and electricity since 2001.**

We understand that being one of the world's largest energy companies brings with it enormous environmental, social and cultural responsibilities and as such, have committed to becoming Carbon Net Zero across the Total Group by 2050.

We also play an active role in both the immediate local areas in which we are based, and in the wider UK, including involvement in a wide variety of community projects focused on the priority areas set out across our Group of Road Safety, Forest & Climate Change, Youth Inclusion and Education and Cultural Dialogue & Heritage:

[www.foundation.total/en/who-are-we](http://www.foundation.total/en/who-are-we)



## Our Customer Charter

Our Customer Charter sets out the standards that you can expect from us. From partnering with you or your energy broker to being there for you and doing the right thing. We currently supply more than 200,000 sites across the UK with energy and have a continuous focus on becoming the UK's most trusted energy provider.

### Partner With You

Our business is built on our commitment to delivering excellent customer service. Whether you're looking for a new supplier, reducing your carbon footprint or managing your day-to-day accounts, your needs are at the heart of what we do. What else would you expect from a supplier with more than 30 years' experience in the UK energy market?

### Be There For You

We offer a variety of ways for you to get in touch with us to make your life as easy as possible. From our sales and servicing experts who are always on hand to pick up your call, to email, webforms and webchat, our team will always deal with you politely and respectfully, and respond to your request promptly. We will admit when things go wrong and do our best to put them right quickly.

### Do The Right Thing

We're committed to better energy, which means being carbon net zero ourselves and helping you achieve your own carbon neutrality goals through a range of pure green, renewable, carbon offsetting, on-site generation, EV charging and solar products. Whatever your challenges are and however big or small your business is, we'll manage your business energy from beginning to end.

# CARBON NET ZERO

Total aims to become carbon net zero by 2050 and has outlined three major steps to meet this ambition:



For our gas and electricity customers in the UK, that means access to products that will help you achieve your own carbon neutrality goals. Read more here: [www.totalgp.com](http://www.totalgp.com)

## Renewable Energy

Certificates are used to prove that your energy has come from a renewable source.

## Carbon Neutral Energy

Carbon offset certificates help you to decarbonise your energy.

## Pure Green

For those who want renewable electricity certificates from various sources excluding biomass.

## Solar

An end-to-end service. Solar PV solutions using industry-leading Sunpower panels.

## EV Charging

We work with ChargePoint to bring world-leading EV networked EV charging technology to the UK.



# THANK YOU

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## Contact us

Total Gas & Power Limited,  
Bridge Gate,  
55-57 High Street,  
Redhill, Surrey,  
RH1 1RX

[WelcomeMB@totalgp.com](mailto:WelcomeMB@totalgp.com)  
[www.totalgp.com](http://www.totalgp.com)

**01737 275587**

Open Mon-Fri, 8.30am-5pm

