



WELCOME

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.**

We will continue to offer you the same great service that you received from Ørsted as well as a continuation of the product and price you enjoyed with them. Your contract will remain in place until your contract end-date, at which point we hope that you'll want to renew with us.

To get you up and running, please check that your details are correct. Please also send us your completed Direct Debit mandate as well as other important information relating to your VAT and CCL. You'll then be all set for a great experience with us.



Next Steps

To help us to set up your account accurately, we strongly advise you to read the 'Getting Started' section. Doing so may save you valuable time in the future. Please also read the emergency information. We recommend you keep this in an easily accessible place.

GETTING STARTED

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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. This includes your Direct Debit details which you will need to send to us, just as you would if you were changing any supplier. As Ørsted may still need to take a final payment from you, please do not yet cancel your Direct Debit with them.

Other details that we may need to ensure you're all set up includes the completion of a CCL and VAT form. Ørsted will be sending us your information, however HMRC requires you to complete a new form. You can find more information about this in the following section.



**A few things
to ensure your
transfer goes
smoothly.**

Customer Information Form

Please help us to get this right by checking your details on the customer information form and sending any changes back to us at:

WelcomeSME@totalgp.com

Direct Debit Mandate

Please complete and return this form to us by email, sending it to:

WelcomeSME@totalgp.com

If you've received this information pack by post, please scan and return your completed Direct Debit mandate, or take a photo of it and return it to:

WelcomeSME@totalgp.com

This also applies to any of the forms. If this is not possible, please return it by post to us.

GETTING STARTED

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Customer Portal

Our portal allows you to access a range of online services relating to your account, including your invoices online (E-Billing) and AMR or Smart information. To access your energy account online, please look out for your login details which will be emailed to you shortly. The email will come from customer.portal@totalgp.com - please ensure we have your email address.

VAT Declaration Certificate

If your site is a non-profit making organisation, for example a charity or a hospital, your business could be entitled to a 5% VAT rate. To ensure the correct VAT exemption is applied to your account, please return the VAT declaration certificate by email or by post. For any questions regarding your VAT or for clarification on any exemption, please contact HMRC on: **0300 200 3300**

CCL – The Climate Change Levy

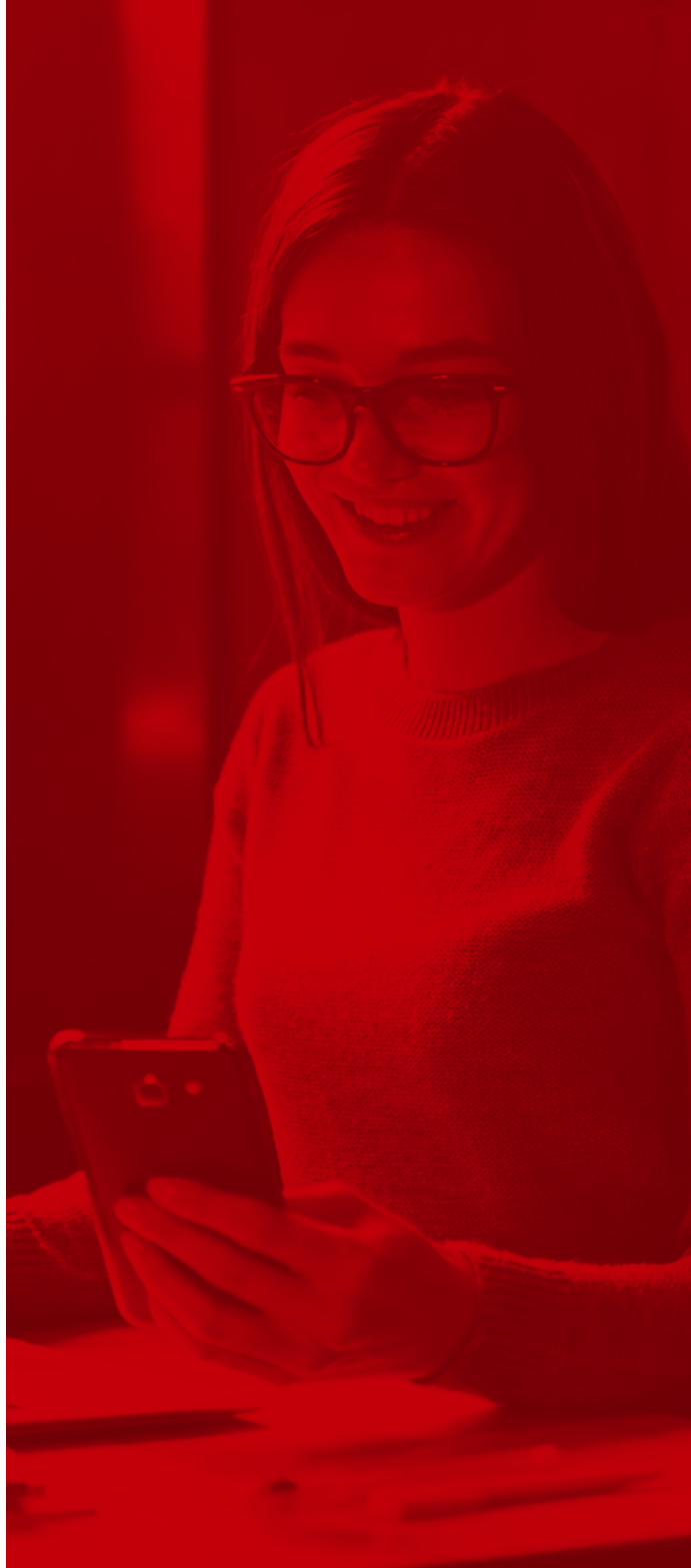
CCL is a government tax on the use of both gas and electricity by businesses. This will appear as a separate charge on your invoice and is subject to the standard rate of VAT. CCL is not applicable where VAT is charged at 5%, for domestic supplies or for non-business charity use. For more information, please visit: www.gov.uk

METER READINGS

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 WelcomeSME@totalgp.com to ensure your bills are as accurate as possible.

If you do not have an AMR or Smart Meter, please submit your future meter readings to us between the 24th and the end of the month here: www.gas-power.total.co.uk/business-gas-electricity/business/submit-meter-reading

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.



Text Reminder Service

Sending us an actual meter reading means you'll only be invoiced for the energy you've used.

So why not register for our free reminder service that'll ping you a handy text reminder straight to your mobile when the time is right - so you'll have one less thing to remember!

We will never pass your number on to any third parties and you can always turn off this service by following the instructions in the text message.

Register now:
www.totalgp.com/reminder

Please note this service is not necessary if you have an AMR or Smart Meter.

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



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.

SMART METERS

To save time, support energy efficiency and be a part of the transition to a low carbon economy, request your free meter upgrade today.

The new generation of Smart (SMETS2) and AMR (Automated Meter Reader) meters offer many benefits, including:



Saved time

We can read your meter remotely



Improved billing accuracy

Wave goodbye to estimated bills



Better visibility of your energy consumption

To help forecast usage and budget ahead



Minimum disruption

Meters are exchanged when it's suitable for you

To find out more and request yours, visit:

www.totalgp.com/meterupgrade

24 HR GAS EMERGENCIES

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

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

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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 or you can call our Customer Services Team on **0333 003 7874**.

FREQUENTLY ASKED QUESTIONS

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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: WelcomeSME@totalgp.com

Will my price be the same?

We are honouring the price and terms that you previously enjoyed with Ørsted. The only things that will change are the name of your supplier, the name of your product and the contact details. From now on, please contact Total Gas & Power if you have any questions relating to your business energy supply. If you have a debit or credit on your account with Ørsted, you will need to discuss it with them.

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

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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

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

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

I was happy with my previous supplier - can I change back?

We know that it's been a challenging time for businesses. On top of your day-to-day, you've now been told that you're changing supplier. You will not be able to be transferred back to Ørsted as they are no longer supplying energy to businesses. However, please rest assured that as business energy experts (who only supply businesses) with more than 30 years' experience in this market, we are well placed to provide you with a great experience. Our customers rate us as "Great" on Trustpilot and we think you will too.

Can't find the answer to your question here?

In the first instance please email: WelcomeSME@totalgp.com

Alternatively, please visit our website: www.totalgp.com

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



WAYS TO PAY

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. This should be marked for the attention of 'The Treasury Department' at Total Gas & Power or emailed to cashiers@totalgp.com

Direct Debit Payment

Direct Debit takes away the worry of making a payment each month. For your protection, Ørsted were unable to reassign your Direct Debit to us. We therefore ask that you complete and return the Direct Debit mandate immediately.

Phone

You can make a card payment via our automated card system by calling us on **0333 003 7874**, selecting option 1 and then option 1 again.

Bank

Payment can be made with cash or cheque by using the Bank Giro Credit slip, free of charge at any branch of HSBC. Alternatively, you may use a branch of your own bank. This service will usually be free of charge.

By Post

Paying by Direct Debit keeps costs down which means we can keep our prices low. If however you will only pay by cheque, they should be made payable to Total Gas & Power.

Please send cheques with the detachable Bank Giro Credit slip for the attention of The Treasury Department at Total Gas & Power, PO Box 336, Redhill, Surrey RH1 1FW, with your company name, postcode and when you have it, your Account Number written on the back of the cheque. For security reasons, please do not send cash through the post.



If you can't find the answer to your questions here, please email:
WelcomeSME@totalgp.com

THANK YOU

Contact us

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

WelcomeSME@totalgp.com
www.totalgp.com

0333 003 7874

Open Mon-Fri, 8.30am-5pm



A word from Peter McLeod, Director of Small & Medium Business at Total Gas & Power

2020 was the most unusual and challenging year that I've ever experienced in business and I know I'm not alone. However, during the uncertain times, I was pleased that here at Total Gas & Power we were able to offer Ørsted's customers a new, secure home. We have been working hard to prepare for your arrival and I'd like to extend a personal, warm welcome to you.

As business owners dare to dream of now building a brighter, perhaps more flexible and successful business of the future, I would like to assure you that we will be here for you every step of the way, doing exactly the same.

Wishing you the very best,

Peter McLeod