



**WELCOME**

---

**PUTTING ENERGY TO WORK**

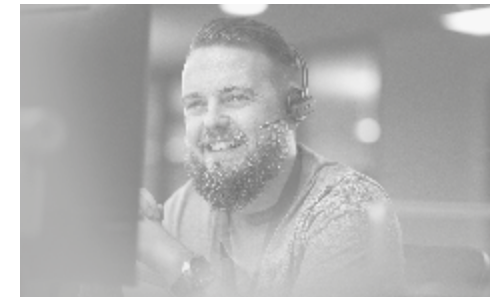
# HELLO

**We're delighted to welcome you as a customer to Total Gas & Power, your gas supplier.**

Total Gas & Power is one of the leading energy suppliers to UK business customers and the public sector. We have been supplying customers for over 30 years – so rest assured, you're in safe hands! We pride ourselves in building long-standing, transparent relationships to meet all your energy needs. As one of the largest suppliers to the public sector and businesses in the UK, we're the ideal partner to provide you with all your natural gas requirements.



**To harness our energy and resources to drive sustained benefits for our customers, our employees and the Total Group**



# WE ARE HERE TO HELP

We understand that energy represents a significant expenditure for your organisation, so to support the delivery of the contract we have created a dedicated team.

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

### 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 debt collection
- Account statements & debt reports
- Copy invoices

### Sales Support

- Interim supplies
- Pricing queries
- Registration management

### Sales Account Managers

- Contract management
- Escalation points
- Customer relationship management
- Contract KPI
- Management information reporting
- Development
- Innovation
- Ancillary services – AMR and consultancy

**Dedicated account managers will be assigned to each customer and full details will be provided as part of the on-boarding.**



# HOW THE AGREEMENT WORKS

2 / 2

## Framework Benefits

- ✓ Open to all public sector customers
- ✓ Fully OJEU compliant
- ✓ Various risk managed products
- ✓ Customer service options
- ✓ Dedicated account management
- ✓ Regular supplier contact
- ✓ Clear escalation routes
- ✓ Access to specialist resource
- ✓ Various billing options
- ✓ Customer portals
- ✓ Customer surveys
- ✓ Green gas & carbon offsetting
- ✓ Ancillary services
- ✓ Bespoke gas analysis
- ✓ Guidance & support
- ✓ Educational material

Here are just a few of the benefits associated with the framework agreement.



# WHAT WE NEED FROM YOU

1 / 2

Before you transfer, we require some further information to ensure your transition to Total Gas & Power is as smooth as possible. If any of the below is applicable to you please send these forms/requests through to your dedicated team at Total Gas & Power.



## VAT Declaration Certificate

VAT at the current standard rate is automatically added to your bill. If your organisation is eligible for a reduced rate of VAT, and to ensure the correct VAT exemption is applied to your account(s) when it transfers, please fill in VAT exemption form below.

▶ VAT exemption form

### 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, it is important that you inform us of any meters that need aggregating so that we can set up your new accounts correctly. For more information, or to find out if this applies to you, please visit our website FAQs on VAT at [totalgp.com](https://totalgp.com) or call HMRC on **0300 200 3300**.

If you do not respond we will aggregate all MPRs with the same post code under one billing account.



## CCL Exemption

Where sites or organisations intend to claim exemption from CCL charges, the HM Revenue & Customs form PP11 supplier certificate must be completed.

▶ PP11 supplier certificate

Where a number of sites in one organisation qualify for the same reduced level of VAT or CCL exemption a single certificate may be completed with an accompanying spreadsheet listing qualifying sites.

# WHAT WE NEED FROM YOU

2 / 2



## Your Preferred Billing Option

You will need to let us know how you would like to receive your bill. You can find more information on pages 11 & 12.



## Direct Debit

If you would like to pay by Direct Debit please complete this form including MPR(s).

▶ [Direct Debit form](#)



## Meter Readings

We aim to send a representative to collect your opening meter reading as close to your supply start date as possible. However, as the visit may not be convenient for you, we also recommend that you send us your meter reading.

**If you have an Automated Meter Reading (AMR) device already installed on your meter or want to know more about AMR, please have a look at the ancillary services page.**

**If you have a direct contract for AMR with a third party provider, you'll need to ensure they send us the reads.**

[Total Gas & Power website](#)

▶ **Gas**  
Please call **01737 275746**



# TRANSFERRING YOUR SUPPLIES

A few things to ensure your transfer goes smoothly.

1 / 3



## 1 Ensure your existing account does not have any outstanding debt

Ask your supplier for an account statement so you can make sure there's nothing outstanding.



## 2 Submit your site additions for any additional supplies

Please remember to keep sending any additional supplies to us.

You will need to ensure that the start date follows directly on from the end date with your old supplier.



## 3 Allow Sufficient Time

Once you have submitted your site addition it will be forwarded to Total Gas & Power to process. Providing the data you have supplied corresponds with that held by the industry database (Xoserve) we will apply for the site transfer.

This process usually takes three weeks, which means that it will take five weeks from the point you send your site addition (provided that no objections are received, see page 9).

# TRANSFERRING YOUR SUPPLIES

2 / 3

---

A few things to ensure your transfer goes smoothly.

## Objections

If, having applied for the site to transfer to Total Gas & Power, we receive an objection from your existing supplier we will contact you to inform you of this.

You will need to contact your supplier to resolve the reason for their objection. Total Gas & Power are not able to do this for you as we do not have the authority to do so.

Once you have resolved the issue with the supplier and got their agreement to let the site go, you need to inform Total Gas & Power of this and the date from which the site will be available.

Total Gas & Power is unable to re-apply for a site within seven days of receiving an objection. If your supplier

agrees to release the site within this period you can ask them to lift the objection at their end. This means the site will transfer as if there had been no objection and the start date remains the same.

If Total Gas & Power has to wait for the objection to expire before re-applying this may result in the start date being later than that initially requested. Once Total Gas & Power re-applies the transfer window recommences.

Please note, Total Gas & Power will automatically reattempt to transfer the site(s) up to four times if not informed otherwise.

After four successive objections you will have to complete and submit

a new site addition if you still want to transfer the meter(s) to your account with Total Gas & Power.

## Inter-Shipper Dispute (ISD)

If you believe that your supplier objected to the transfer of the site when they did not have sufficient grounds then Total Gas & Power may be able to enter into an ISD with the out-going supplier. If successful, this will result in the customer being invoiced by Total Gas & Power from the original start date at the agreed contracted rates.



# TRANSFERRING YOUR SUPPLIES

3 / 3

---

A few things to ensure your transfer goes smoothly.

## Useful questions to help with Portfolio Transfers

Transferring your supply will be much easier if you have answers to these questions.

- Are all my gas supplies currently with one supplier, or have I got other supplies that I wish to align with the contract?
- What are my current billing options, payment terms and payment method?
- Have I got any debt on our existing accounts with my current supplier and are we paying on time?
- Are my wider departments (e.g. finance, maintenance, schools, etc.) aware that we are changing supplier?
- Do I have a list of all the key contacts within my organisation that will interact with Total Gas & Power?
- What reports would be of use from Total Gas & Power to aid with managing our gas contract with them?
- Do I have Emergency contact details for all my supplies that use over 732,678kWh a year?
- Do I have VAT or CCL exemptions in place? I will need to submit new forms when transferring to Total Gas & Power.
- When were my meters last read and can I get some meter readings to my incumbent before we transfer?
- Do I have Automated Meter Reader (AMR) loggers installed on my meters. What contracts are they in?
- Do I or any other departments require access to AMR data at half hourly granularity for any of my supplies?
- Do I need to contact my incumbent supplier to make sure there are no issues that will prevent my supplies from transferring?
- Do I have any third parties who will interact with Total Gas & Power? If so, I'll need to refresh LOA's (Letter Of Authority) and issue to Total Gas & Power.

# YOUR ACCOUNT

1 / 2

## Contact us

01737 275746

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

[www.totalgp.com](http://www.totalgp.com)



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

## My Account

Manage your account through our secure online service. You can access a range of tools online, view your live portfolio, download bills, raise and track your queries and submit meter readings. To request access please contact the Total Gas & Power's customer service team.

## Query Management

Raise queries on your online Total Gas & Power account or email them to Total Gas & Power. Upon receipt of a query we will acknowledge and provide process steps and timescales for resolution.

## Registration and Adding Sites

If you're new to Total Gas & Power or adding a new site to your current agreement, you will need to go through the Transfer Your Supply process. Please submit a site addition request

Sometimes supplies are unable to join the flexible and risk-managed baskets straight away. Interim contracts are used to align sites to the next basket entry date as supplies cannot enter partway through a basket delivery period. The commodity element within interim contracts is based on the market prices.

If you are adding new supplies to the contract you will need to give the current supplier notice in writing and request an acknowledgment. It's important to note Total Gas & Power will NOT give notice for you.

► Site additions request

# YOUR ACCOUNT

2 / 2



## Moving Premises?

Keep us up to date on any changes of tenancy. If you're moving in or out of premises please complete the online form. To ensure the transition is as smooth as possible, it is important that you provide detailed and accurate information.

▶ [Moving form](#)

## Site Works

If you are arranging for an installation or removal of a gas meter or meter upgrade/downgrade you need to apply by completing the site works form.

Remember, when adding sites or filling in new gas meter forms, it's important to also fill in your 'Site Additions' form to ensure the site is added to the contract.

▶ [Site works form](#)

## Energy Management

Get detailed analysis on your energy usage, with detailed billing information broken down by site and meters allowing portfolio reporting. It can help reduce energy consumption and issue alerts when target values are exceeded. For further details on energy management please see the Ancillary Services page.

## Our customer promise

We value your feedback and wish to ensure the smooth running of your account(s). We have a complaints procedure in place should you not receive the service you expect. We will use our best endeavours to resolve your complaint quickly and effectively. All customers will be provided with a clear escalation and complaints processes for the contract from their account managers

▶ [Customer complaints charter](#)

# 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. 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 prior to the contract start date.

Here are some of our most popular options but if you have any bespoke requirements please don't hesitate to ask. These are available in isolation or combination depending on your account set up and portfolio size. Speak to your account manager to understand what is available.

## Online Paperless Billing

All customers will have access to online bills and email reminders via our customer portal. You can request to either view online, receive reminders or an emailed PDF of your invoice(s).

## Postal Billing Options

As an alternative to email or online options, invoices can be issued by post to individual sites, a central address or a mixture of both.

## Consolidated Billing

Consolidated billing provides a single tax invoice per month whilst also providing an electronic summary output with individual site gas charges detailed in an excel format. This is typically beneficial to customers who have smaller 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 complete the application form and return to [service@totalgp.com](mailto:service@totalgp.com).

▶ [EDI billing application form](#)



**We can also include your reference on our invoices, if required, but note this is limited to 30 characters**



# ANCILLARY SERVICES

## AUTOMATED METER READER (AMR)

Whether you simply want to ensure accurate monthly billing, or you would like a detailed view of your half hourly consumption data, we have a choice of AMR packages to suit your needs.

### Standard Service

Our Standard service ensures we receive a meter reading mid-month and on the last day of the month, with the reads used for billing purposes.

### Premium Service

Our Premium service provides the same as our Standard service, however you also will receive half hourly consumption data provided on a D+1 basis. Using our online portal, you will be able to view and manage your consumption data or request the data to be sent to an FTP location.

If you're interested in any of the below, contact your dedicated account manager for more information

If you have AMR in place already, we are often able to work with your AMR provider to provide a package that suits you. Where we can't work with the existing AMR provider, we can look at installing AMR, with a like for like meter exchange at no additional cost.

# ANCILLARY SERVICES

## SITE WORKS & CONSULTANCY SERVICES



### Site Works Services

Total Gas & Power can provide a range of site works to customers using our preferred partners who are able to provide works including mains connections, disconnections, upgrades & relocations, gas meters, meter housings and bases.

Services are available nationwide and our partners have successfully delivered projects of various sizes and complexity, from one off domestic site connections to large industrial infrastructure and mains.

#### Our service offering is split into 2 parts;

Quotations, escalations and supplier relationship management is retained in house at Total Gas & Power within our dedicated Site Works department.

Our partners appoint project managers who manage any site inspections and planning through to the completion of the works.

### Consultancy Services

At Total Gas & Power we are committed to helping our customers use energy more efficiently and make savings wherever possible. As such, we can offer a range of consultancy services and access to specialist internal resources to openly discuss energy related matters.

Your dedicated account manager can help you understand who you need to speak to regarding bespoke requests, and put you in contact with our partnered experts outside of Total Gas & Power if required.

# EMERGENCY CONTACT DETAILS

---

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.