

Servicing E-mail Address Consolidation

Department	New E-mail Address	Types of Queries
SME Customer Care	Customercare.uk@totalenergies.com	SME Service. Corcentric Portal access requests. TPI Queries
Mid-Market Servicing	CustomerCareMIDM.uk@totalenergies.com	Mid-Market Customer Service
Onboarding	Confirmations.uk@totalenergies.com	Terminations
	Newstarts.uk@totalenergies.com	Pre-live customer / broker enquiries as per Onboarding E-Comms. New Starts requests
	open4partnerships.uk@totalenergies.com	Tender requests
COO	COOEnq.uk@totalenergies.com	SME Change of Occupancy / Business moves information and enquiries
Billing	elecbilling.uk@totalenergies.com	Electricity Billing and Reads
	fitpayments.uk@totalenergies.com	Fit Payment Enquiries
	GasBilling.uk@totalenergies.com	Gas Billing and Reads