



Welcome

Crown Commercial Service
Welcome Pack



TotalEnergies

Crown
Commercial
Service
Supplier



Hello

We're delighted to welcome you as a customer to TotalEnergies Gas & Power, your gas supplier, through the Crown Commercial Service (CCS) supply of energy framework.

TotalEnergies 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.

Our mission

To harness our energy and resources to drive sustained benefits for our customers, our employees and TotalEnergies.

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 CCS team.

TotalEnergies Gas & Power Customer Support

CCS@totalenergies.com
01737 275746

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.

Customer Service Account Managers

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

Credit Controllers

- Overdue debt collection
- Account statements and 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
- Additional services – AMR and consultancy



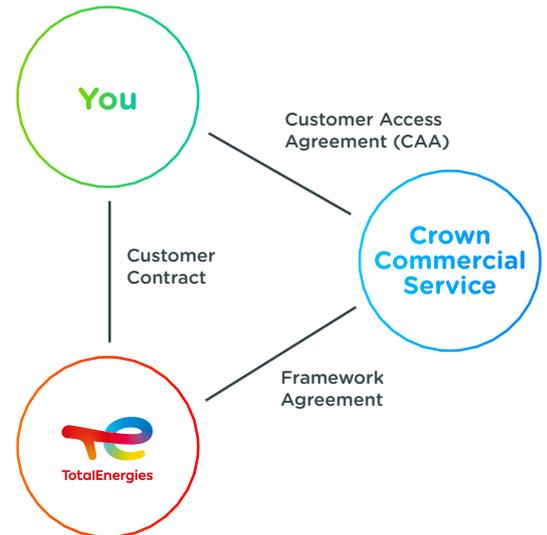
Dedicated account managers will be assigned to each customer and full details will be provided as part of your on-boarding process.

How the agreement works

CCS has developed and awarded a legally compliant single supplier agreement for natural gas supply and additional services. The framework requirement and tender evaluation model were developed by CCS in consultation with central Government and wider public sector customers.

You'll find useful information about your contract, including what you need to know and when you'll need to do it, on the CCS website.

crowncommercial.gov.uk/agreements/RM6251





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

- ✓ Open to all public sector customers
- ✓ Fully compliant with Public Contracts Regulations
- ✓ A selection of risk-managed products
- ✓ Flexible customer service options
- ✓ Dedicated account management
- ✓ Regular supplier contact
- ✓ Clear escalation routes
- ✓ Access to specialist resource
- ✓ Various billing options to suit your needs
- ✓ Access to our online portal
- ✓ Green gas and carbon offsetting
- ✓ Bespoke gas analysis
- ✓ Educational material
- ✓ Additional wider social value benefits
- ✓ Additional climate change action



Social value

At TotalEnergies, we understand that being one of the world's largest energy suppliers brings with it enormous environmental and social responsibilities.

We invest considerable time, energy and resources implementing action plans and assessing our performance so that we continuously improve.

Supporting local development, securing the future of energy and combatting climate change are all critical challenges that TotalEnergies is committed to meeting.

Fighting climate change

TotalEnergies aims to become carbon-neutral by 2050 and we've been investing in renewable capabilities since 2015. With numerous investments in wind power generation through offshore floating and grounded wind farm projects. Such projects have included:

- Erebus, the world's largest wind farm, located in the Celtic Sea
- Seagreen offshore wind farm in Scotland
- West Orkney floating wind farm



Wellbeing

We are committed to ensuring the mental wellbeing of all our employees and managers are required to complete the IOSH Approved Mental Health Awareness eLearning courses.

We also take an active involvement in a number of UK-based community projects to promote wellbeing.

In 2018, we entered a partnership with the Hindleap Warren Outdoor Learning Centre, supporting the complete refurbishment of disability facilities and further work to design and construct a high ropes activity course.

Young People's Trust

TotalEnergies is working with the Young People's Trust for the Environment to promote environmental learning in schools through the Better Energy School Awards. So far, the scheme has supported projects from over 23,000 young people. The trust encourages children to learn about the natural environment and the importance of sustainability, and helps them to be proactive in making a positive impact.

Transferring your supplies

A few things to ensure your transfer goes smoothly.



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 initial site requests to CCS

Your initial site addition should be sent to CCS.

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

** For adding additional sites, please see page 15*



3 Allow sufficient time

Once you have submitted your site addition to CCS it will be forwarded to TotalEnergies 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 8).



Objections

If, having applied for the site to transfer to TotalEnergies 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. Neither TotalEnergies Gas & Power nor CCS are 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 TotalEnergies Gas & Power of this and the date from which the site will be available.

TotalEnergies 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 TotalEnergies 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 TotalEnergies Gas & Power re-applies the transfer window recommences.

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

After three successive objections you will have to complete and submit a new site addition to CCS if you still want to transfer the meter(s) to your CCS account with TotalEnergies 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 TotalEnergies 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 TotalEnergies Gas & Power from the original start date at the agreed contracted rates.

What we need from you

Before you transfer, we require some further information to ensure your transition to TotalEnergies 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 TotalEnergies 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 Declaration Certificate

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 <https://business.totalenergies.uk/> 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 from PP11 supplier certificate must be completed.

▶ CCL 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.



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 and 12.



Direct Debit

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

[▶ Direct Debit form](#)



LOA Referencing

Should you work with a third party for additional services, e.g. bill validation, you (the customer) will need to request an LOA template from CCS, complete this and send this to: energy.siteadmin@crownccommercial.gov.uk for validation. CCS will then notify us of the approved LOA to hold on file so that we can engage with your third party.



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 and an accompanying photo of the read.

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 additional services section on page 16.

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

Contact Us

CCS@totalenergies.com
01737 275746

Invoice options

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 MyGateway. 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

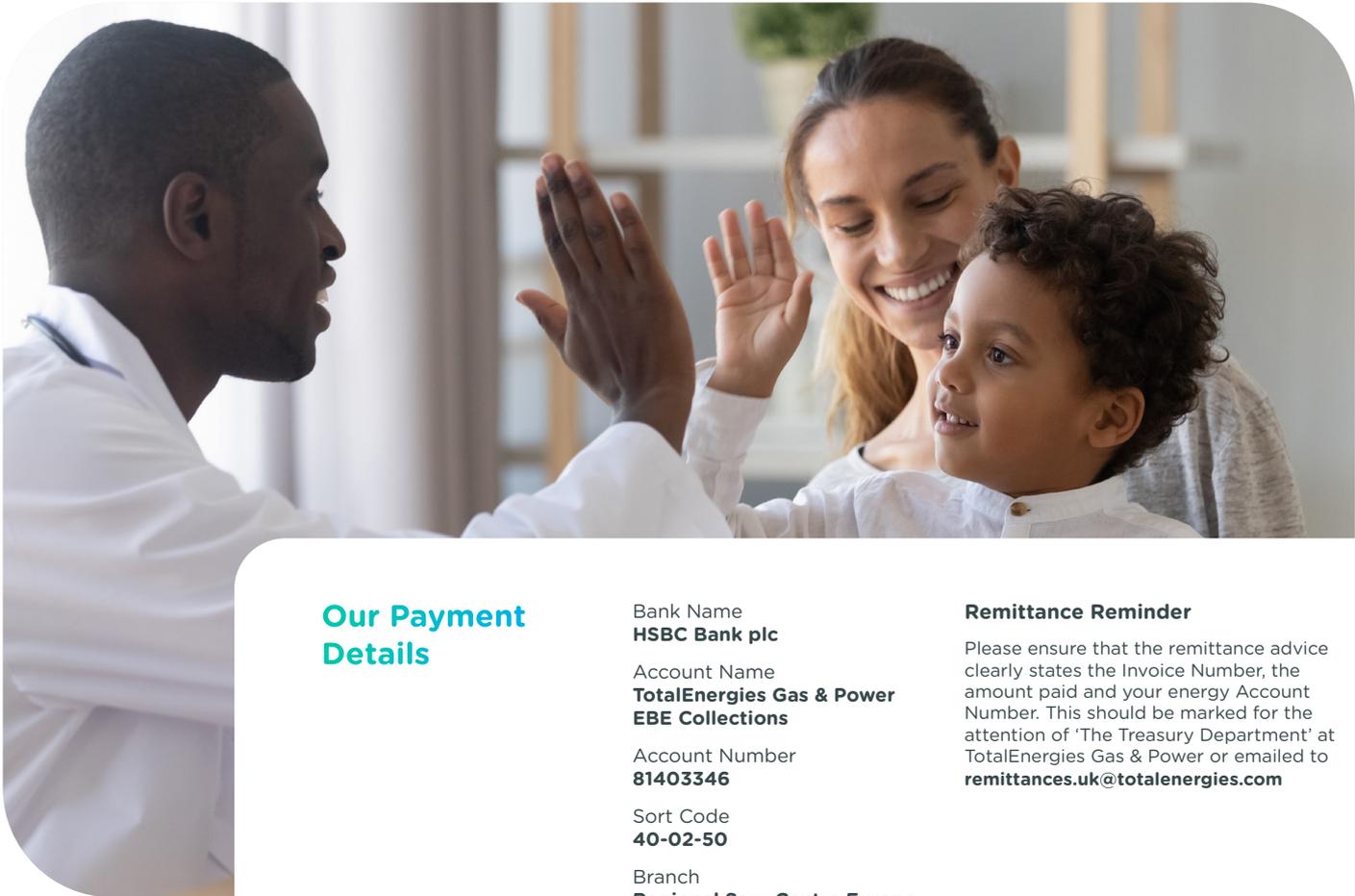
Consolidated billing provides a single tax invoice per month whilst also providing an electronic summary output with individual site gas charges detailed in an excel format. This is typically beneficial to customers who have smaller multisite portfolios.

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 CCS@totalenergies.com

▶ [EDI application form](#)

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



Our Payment Details

Bank Name
HSBC Bank plc

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

Account Number
81403346

Sort Code
40-02-50

Branch
Regional Serv Centre Europe

Remittance Reminder

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 TotalEnergies Gas & Power or emailed to remittances.uk@totalenergies.com

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 TotalEnergies Gas & Power?
- What reports would be of use from TotalEnergies 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 TotalEnergies 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 TotalEnergies Gas & Power and CCS? If so, I'll need to refresh LOA's (Letter Of Authority) and issue to TotalEnergies Gas & Power and CCS.



MyGateway

Manage your account online via our MyGateway customer portal. Save any waiting time and use MyGateway to self service where you can. Don't worry, you still have your dedicated contact points at TotalEnergies to provide you with support and guidance

MyGateway allows you to view and download invoices with email notifications once invoices are ready, submit meter reads and queries at the touch of a button and access all of your portfolio and AMR information.

To request access, please contact the TotalEnergies Servicing Team on CCS@totalenergies.com

MyGateway Reporting

The MyGateway reporting suite allows you to download ad-hoc reports as and when it suits you, or set up scheduled reports ranging from Portfolio to Spend and Consumption.

Query Management

Raise, track and view queries via your MyGateway account which your Servicing Account Manager will automatically pick up and see through to resolution for you. Or alternatively, email them to CCS@totalenergies.com



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 CCS contract from their account managers.

► [Complaints](#)

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 section.

Support

MyGateway was designed to be completely intuitive and user friendly, however if you require support we have created a user guide and FAQ pack which can be accessed using the following link: <https://connect.totalgp.com/mygatewaysupport>

Contact us

01737 275746
CCS@totalenergies.com
<https://business.totalenergies.uk/ccs>

Changes to your account

Whether you're moving location, sold a site, need help with your metering or are looking to add more supplies, all the information is here.

Moving Premises / Site Sold?

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 premises

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 'CCS Site Additions' form to ensure the site is added to the contract.

▶ Meter connections

Adding Sites

If you're adding a new site to your current agreement, you will need to complete a site additions template form and return this to your servicing account manager at CCS@totalenergies.com

▶ Site additions

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 and is not purchased by CCS.

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

CCS Enquiries Service Desk

info@crownccommercial.gov.uk
0345 410 2222

Additional services

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

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.

If you have a direct AMR contract, then they will need to send TotalEnergies the month reads for billing purposes. Please send the reads to CCS@totalenergies.com

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 Day+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 SFTP location.



Additional services

Site works and consultancy services

Our service offering is split into 2 parts:

Quotations, escalations and supplier relationship management is retained in house at TotalEnergies 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.

Site Works Services

TotalEnergies 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 and 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.

Decarbonisation Services

At TotalEnergies 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 decarbonisation 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 TotalEnergies 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.

