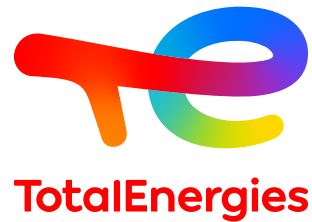




# Welcome



# Welcome on board!

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Your business energy supply is now live with TotalEnergies Gas & Power.

This pack contains all you need to know about us and how you can get in touch with our team, plus useful information about your business energy.

## **TotalEnergies Gas & Power, your new energy supplier**

We're the UK's leading gas and electricity supplier to businesses, and part of the TotalEnergies company.

We are committed to helping our customers become carbon net zero by 2050, if not sooner, with sustainability at the heart of our strategy – alongside superior service, competitive prices and innovative products.



We've been supplying businesses just like yours since 1987, and as a new customer we'll be here to support you every step of the way.

Find out more at **[business.totalenergies.uk](https://business.totalenergies.uk)**

## **TotalEnergies**

TotalEnergies is a broad energy company that produces and markets energies on a global scale: oil and biofuels, natural gas and green gases, renewables and electricity.

Our 105,000 employees are committed to energy that is ever more affordable, clean, reliable and accessible to as many people as possible.

Active in more than 130 countries, TotalEnergies puts sustainable development in all its dimensions at the heart of its projects and operations to contribute to the well-being of people.

Find out more at **[totalenergies.com](https://totalenergies.com)**



# Contact information

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## Webchat

For fast access to our dedicated webchat team, visit: **business.totalenergies.uk/midmarket-information** and look for the webchat icon (Mon-Fri)



## By phone

To speak to your dedicated customer service team, pay bills over the phone, submit meter reads or for anything else, call **01737 854791** (Mon-Fri)



## Visit our website

Visit our 'New starters' page on **business.totalenergies.uk/midmarket-information** for all you need to know about your business energy supply, including useful forms and frequently asked questions



## Emergency contact details

If you have a gas emergency, call **0800 111 999**  
If you have an electrical emergency or power cut, call **105**



## Email

Drop our customer service team a message at **customercaremidm.uk@totalenergies.com**

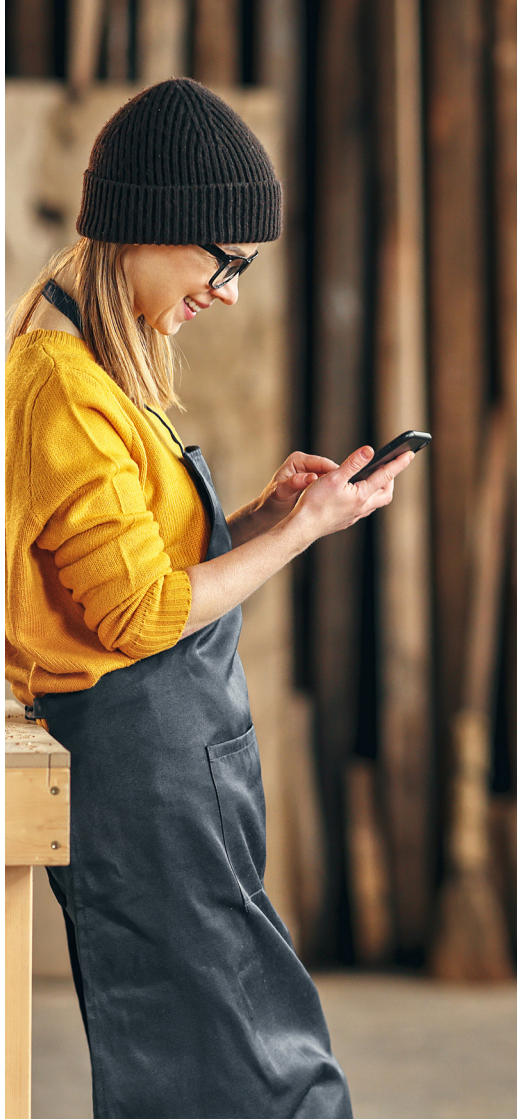


# Your online account

You should have received login details via email when you joined us. If you haven't received them, or would like a reminder, please use our webchat service on [business.totalenergies.uk](https://business.totalenergies.uk) to speak to one of our advisers, email [customercaremidm.uk@totalenergies.com](mailto:customercaremidm.uk@totalenergies.com) or register online at [business.totalenergies.uk](https://business.totalenergies.uk) and go to our 'New starters' section.

The first time you log in, you'll need to activate your account by reading and accepting our Conditions of Use and setting up a security question. You'll then have access to a range of online services, including:

- **Choosing your invoice and payment reminder contact options**
- **Access to all your invoices and correspondence**
- **Online payments**
- **Allowing account access for additional email addresses**
- **Linking your other accounts to one login**
- **Online meter reads to help ensure your energy bills are as accurate as possible**



# Meter readings

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To ensure accurate bills, we'll need your meter readings. If you do not have an automated meter reader (AMR) or smart meter, please submit your meter readings between the 24th and the end of the month at [business.totalenergies.uk/meter-reads](https://business.totalenergies.uk/meter-reads)

**Please note:**

**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.**

You can also submit your meter readings via webchat, or by calling **0333 003 7874** (option 2).

## Text reminder service

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Our free text reminder service lets you know when it's time to submit a meter reading each month.

Register at [business.totalenergies.uk/reminder](https://business.totalenergies.uk/reminder)

Please note that 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.

# Our Customer Charter

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We're focused on becoming the UK's most trusted business energy supplier – and delivering what we promise.

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.

## Partner With You

Our business is built on our commitment to deliver 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.

# 24hr 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 to 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.

# 24hr 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 [business.totalenergies.uk/information-centre/emergency-essentials](https://business.totalenergies.uk/information-centre/emergency-essentials) or you can call our customer service team on **01737 854791**.



# Smart meters

Save time and improve energy efficiency with a free meter upgrade.

Upgrading to a smart meter can help you save time, become more energy efficient and support the UK's transition to a low carbon economy.



## Save time

We can read your meter remotely



## Improve 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



For energy saving advice and tips for your business, visit the Carbon Trust website [carbontrust.com](http://carbontrust.com)

To find out more and request yours, visit [business.totalenergies.uk/business-smart-meters](http://business.totalenergies.uk/business-smart-meters)



# Frequently asked questions

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## I'm a micro business customer - is there anything else I need to do?

When agreeing a contract with us, it's important that you let us know if you are a micro business customer (MBC). MBCs are defined by Ofgem as:

- Having fewer than 10 employees
- Having an annual turnover or balance sheet no greater than €2 million
- Using no more than 100,000 kWh of electricity or 293,000 kWh of gas per year

If any of these apply to your business, you qualify as a MBC customer, so please get in touch with our customer service team.

## What is included in my price?

Your price includes the cost of your gas or electricity, the cost of getting it to your meter (known as transportation costs), and the cost of having the meter(s) at your site(s). It also includes the unlimited use of our customer service facilities and the other benefits related to the contract you have entered into.

## What price am I paying?

Your current price is stated on your contract and will be on your latest invoice.

# Frequently asked questions

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## What should my VAT rate be?

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.

5% VAT – You will be charged 5% VAT if your site is a non-profit making organisation, for example a charity or a hospital. A valid exemption certificate must be received by TotalEnergies 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.

## 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 [business.totalenergies.uk](https://business.totalenergies.uk) or call HMRC on 0300 200 3300.

## Can my meter be read remotely?

If you already have an automated meter reader (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 request a meter upgrade, please visit [business.totalenergies.uk/business-smart-meters](https://business.totalenergies.uk/business-smart-meters)

## Can I receive my invoices by post?

Yes, you can. To reduce waste and our impact on the environment, invoices are sent via email by default, but you can request a paper copy by logging into your online account at [services.business.totalenergies.uk](https://services.business.totalenergies.uk) or by contacting our customer service team at [customercaremidm.uk@totalenergies.com](mailto:customercaremidm.uk@totalenergies.com). Please remember to include your contact details, company name and the meter point reference.



# Ways to pay

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**Bank Name**  
HSBC Bank plc

**Account Name**  
TGP 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 TotalEnergies Gas & Power or emailed to [remittances.uk@totalenergies.com](mailto:remittances.uk@totalenergies.com)

# Ways to pay

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## Direct Debit payment

The easiest way to pay your energy bills is by Direct Debit. Choosing to pay by Direct Debit provides peace of mind and can help save you money – payments are taken automatically and you won't need to pay an admin charge of £20+ VAT per invoice.

If you haven't already, please complete and return the Direct Debit mandate to us or call 01737 854791.

## Online

For fast payment, just login to your online account for quick access to your latest invoice at [services.business.totalenergies.uk](https://services.business.totalenergies.uk)

## By phone

You can make a card payment via our automated card system 24 hours a day, 7 days a week by calling us on **01737 854791** and selecting option 1.

## Bank

Payment can be made with cash 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.

If you can't find the answer to your questions here, please email [customercaresmidm.uk@totalenergies.com](mailto:customercaresmidm.uk@totalenergies.com)





**Thank you for  
choosing us!**

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

[customercaremidm.uk@totalenergies.com](mailto:customercaremidm.uk@totalenergies.com)  
[business.totalenergies.uk](https://business.totalenergies.uk)  
01737 854791



**TotalEnergies**

