



**TotalEnergies**

# Gas Site FAQs

**Your Gas Site Questions Answered**

## How does the Siteworks process work?

TotalEnergies Siteworks team manages the process from the receipt of the completed form until full completion of the project. For any updates or escalations, you can contact TE team in the first instance – [gp.redhill.site.works@totalenergies.com](mailto:gp.redhill.site.works@totalenergies.com)

To place siteworks request please contact CS, your TE account manager to get the application form or download one from the website:

<https://business.totalenergies.uk/business-gas-electricity/meter-connections>.

The siteworks team will validate the form and send it to the service provider within 48 hours. If any additional information is required, the team will contact you.

Once your siteworks request has been progressed and sent off to the service provider, you will receive a notification from the TotalEnergies Team. The Service provider will contact you directly to Acknowledge the receipt of your application and will inform you who will be the project co-ordinator for your siteworks job.

The quote (depending on the framework) will be either issued to the customer directly by the provider or by the TE team. Unless the customer is under an agreed framework, the payment has to be progressed in advance. As soon as the acceptance and the payment are received by the service

### Siteworks Charges

All siteworks are subject to a charge. A quote is sent out to the customer on receipt of a correctly completed siteworks form. On acceptance of the quote we will proceed with arranging the siteworks.

### Who are our service providers?

UKSMG, also known as UK Gas Connections or UK Smart Metering Systems and EAL Energy Asset Limited are our nominated service providers. They are fully accredited and provide coverage for gas works across the UK with the use of subcontractors. If you have a preference to which provider your request should be sent, please let the team know.

## How long will it take for my work to be completed?

The lead times for your request will depend on the type of the request as well as the quality of information provided. Please be aware that prior to any new installation, a GT1 check has to be carried out by the Network which can take up to 30 working days. The service provider will be communicating with the Networks and will do their best to progress your request as quickly as possible. If any issues arise during the process, the service provider will notify you.

The below table is purely indicative, to give you an idea of the average time that most projects take. Full payment must be received by the service provider before they will plan in a date for the work to go ahead. If you, as a customer, are part of an agreed framework, payments are progressed in accordance with the framework agreement by the provider or by the TE team. Unless the customer is under an agreed framework, the payment has to be progressed in advance. As soon as the acceptance and the payment are received by the service provider, a plan date will be offered.

**Table on next page...**



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Type of Quote	Lead time for quotation		Lead time for works
Meter install/upgrade/ downgrade/ removal Only	U6 – U25	15 working days	Generally 10 – 20 working days
	U40 – U160	Extended lead times	
	Rotary	30 working days	Generally 30 – 60 working days
Supply and Meter install/ upgrade/downgrade/removal	Supply up to 1500 kWh	20 working days	Generally 55 working days
	Supply over 1500 kWh	30 working days	

## If I need a new meter, how do I know what meter size I will require?

The below table is purely indicative, to give you an idea of the average time that most works take. Full payment must be received by the service provider before they will plan in a date for the work to go ahead.

Meter Size	Capacity	
	(m <sup>3</sup> /hr)	(kWh)
U6	6	62
U16	16	165
U25	25	258
U40	40	414
U65	65	673
U100	100	1056
U160	160	1656

## When will I get my final invoice?

On completion of the works the service provider will inform TE to ensure the industry records are updated in line with the completed siteworks. If your project is for removal of a meter, the industry records will be within 2 weeks after the completion of the works and Billing team will be notified to progress with final invoice and closure of the account.

## What are MAM termination fees?

When a meter is installed it has an upfront cost to the Meter Asset Manager or “MAM”. This cost is reclaimed by the MAM through invoices they send to the Supplier of the meter. These charges are then recovered in your monthly Gas invoices via metering charges which form part of your rates. If a meter is removed before this cost has been recovered the “value” of the meter is then lost. Some MAMs look to recoup these costs by issuing a termination charge. This charge is sent to the Supplier, normally within a few months of the meter being removed. The supplier then looks to pass this on through to the customer.