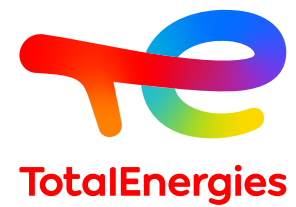




# Welcome

**Energy Management**  
Welcome Pack



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## TotalEnergies Gas & Power, your new energy supplier

We're the UK's leading energy 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 long term energy customer we'll be here to support you every step of the way.

# Welcome on board!

**We're delighted to welcome  
you as a customer to  
TotalEnergies Gas & Power.**

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

## 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.

# We're here to help

We understand that energy represents a significant expenditure for your organisation, so to support you through our onboarding and procurement process and the ongoing delivery of your contract, we have a dedicated team of experts to help.

## TotalEnergies Gas & Power Energy Management



### Desk Opening Hours:

Monday to Friday: 08:30 - 16:30\*



### Phone:

+44 (0) 1737 854 710



### Email:

[customer.solutions@totalenergies.com](mailto:customer.solutions@totalenergies.com)

*\*Excluding weekends and bank holidays*





## Meet your energy management team

The Energy Management Team are here to transact for you under your contract. With their expertise, they'll provide you with market information, forward views of fundamentals and work with you on wholesale origination and alternative solutions. They'll also provide detailed analysis and research.

### Energy Management Desk

The Energy Management Team are here for your day to day transactions, insight analysis and offering market updates when required. Our Market Analysts are also here to provide you with updates on the current intraday market drivers and provide perspective over historical wholesale market movements.



**Matthew Devoy**

Head of Energy Management



**Charles Ramsay**

Senior Energy Management Analyst



**Matthew Chapman**

Energy Management Analyst



**Jay Luka**

Energy Management Analyst



**Ben Charles**

Senior Originator

# Our transaction process

## Step by step

Once you've signed your Supply Contract with us, you'll be sent a Position Report which contains your Customer name. We'll need up to 48 hours to get you set up in our system and ready to transact! While we are doing our bit, we ask that you complete the Authorised Trader Declaration form so that we know who's transacting within your organisation.

## Our commitment

The Energy Management team will always provide prices that are fair and market reflective at the time of transacting.



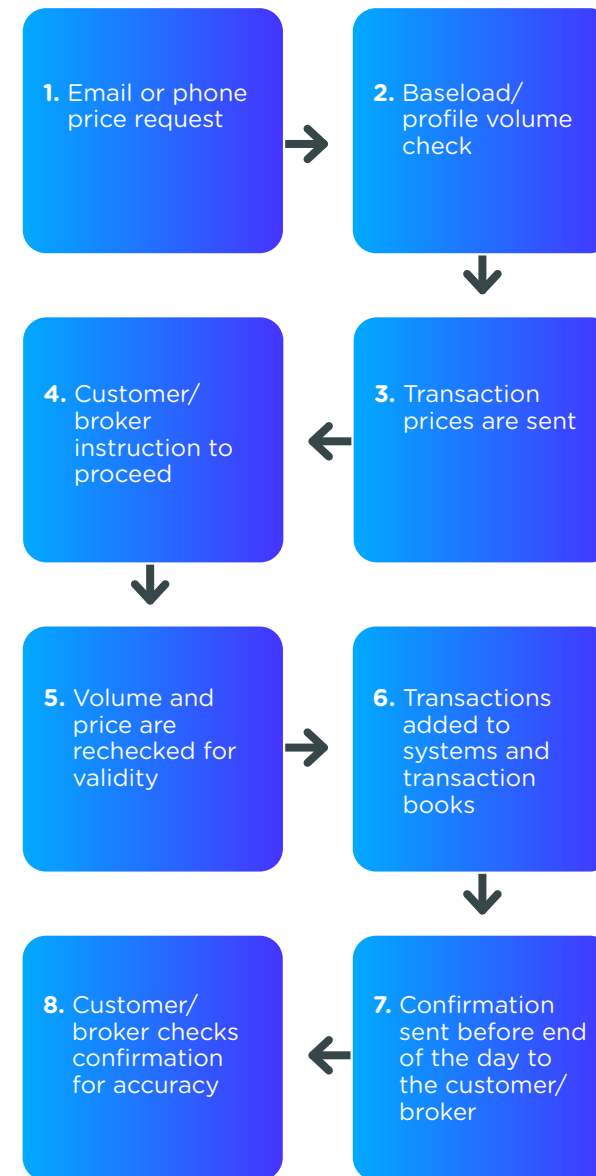
# Transacting with us

## Getting you started

Ahead of transacting with us we will need a completed Authorised Trader Declaration [form](#) from you. You'll also need to have your Customer name to hand when contacting the Customer Solutions Desk.

- Please provide your customer name and volumes in therms/day or MW for power and the period you wish to transact
- We have minimum volumes for live price transactions which are:
  - 100 therms/day for gas
  - 0.1MW for power
- The last day you have to transact with us for the front month is:
  - Final working day of the current month by midday for gas
  - Second to last working day of the current month by 4:30pm for power
- Cashout contracts are free to procure up to 10% more than the profile volume and sellbacks are limited to what has already been procured
- Any transaction that takes the volume above the profile volume should be pre-authorized by your Account Manager who will relay this to the Energy Management team
- Baseload contracts are only able to procure up to the agreed baseload volumes

For up to date product expiries, please refer to the market report or contact the Energy Management desk.



The Customer represents and warrants that it will not use their Agreements with TotalEnergies Gas & Power Limited for speculative or investment purposes.

# Reports

Make sure that you sign up to our Policy & Market Reports to receive additional information and insight into the markets, to enable you to make informed decisions about your purchasing.

## Reports available with us:



### Daily Market Review

Extra info into the markets



### Position Reports

Current positions and how much/little you've hedged



### Weekly Policy Reports

Our weekly round-up of policy and regulatory announcements in the energy industry



# Frequently asked questions



## If I want to transact for my gas or power contract, what units should I use?

When transacting with us, you will need to use the following units: Gas: Therms (TH) per day. Power: Megawatts (MW) per day. It's important that if a customer/broker wishes to transact a percentage of their requirements, that this value is worked out into the above units prior to contacting the Energy Management desk.

## How long will an offer bid/ask price be available for?

It's difficult to determine the duration a bid or offer will be valid for, as these may be lifted or removed at any time by a market participant. Whilst we are not able to guarantee that a price shown will be valid upon acceptance of offering, we will always endeavour to provide the best available price. For many of our customers, we offer them the opportunity to leave a mandate to help achieve the price they are looking for. If customers are interested in this they should contact the Energy Management desk and also read our further [FAQs](#) on the website.

## I see a price on screen, why can you not offer this?

There are times when we are unable to offer on screen prices if they are reference prices or if the underlying counterparties are not transactable. The Energy Management Team will however always provide prices that are fair and market reflective at the time of transacting.

# Our customer charter

**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



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



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 live 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://www.totalenergies.uk/information-centre/emergency-essentials) or you can call our customer service team on 0333 003 7874.

# Thank you for choosing us!

