

What is it?

Single Meter Supply Point is an industry-wide change as determined by the regulator (Ofgem) that all gas suppliers need to adhere to. Historically customers have been able to have more than one gas meter on an account (invoice) which had the effect of combining some industry charges*. From 1st July 2015 this will no longer be the case and each gas meter will have its own individual account number with a supplier.

Why is it happening?

The current systems for managing gas transactions have been in existence since 1996 and are very complex which makes them hard to manage. The systems are now due for replacement and a single gas meter for each account will greatly simplify this process.

How does it impact me?

The price impact of this change will differ on a site-by-site basis, depending on the extent of the existing number and size of the gas meters on an account. Ofgem acknowledge in their decision letter to suppliers that this may result in higher transportation charges being incurred by affected accounts. The impact of this on you will be dependent on your contract type and terms and conditions.

If your price does need to be altered we will write to you making it clear what new charges you can expect before any change is made. These new charges will be shown on your invoices.

Where you have more than one gas meter on an account with Total Gas & Power, we will need to ensure there is a new account number for each meter. For example, where you previously had 5 gas meters on a single account, this will become 5 accounts.

Information such as Contract Name, Billing address, VAT & CCL exemptions and any live Direct Debit instructions will be automatically copied across on to these new accounts.

How will I know when it's happening?

The expected completion date is 1st July 2015. However, this is subject to change. The process takes approximately 1 month to complete and as such unless we hear otherwise from Ofgem, Total Gas & Power will commence work early in June 2015. If the completion date does change we will inform you of this.

Once we have created your new accounts, we will write to you confirming what they are and which gas meter they relate to. This will be between 1-2 months from completion.

Do I need to do anything?

If you believe that we may need to make additional changes to the billing information such as Contract Name, Billing address, VAT & CCL exemptions and any live Direct Debit instructions, then please contact the number on your invoice and we will be happy to discuss this with you. Other than that there is nothing for you to do other than keep an eye out for our future communications.

How do I get more detail?

If you have a Third Party who manages your energy contract for you, we suggest you contact them in the first instance. If not, please either contact your Sales Account Manager directly or our Customer Services teams using the telephone numbers on your invoice.

**Industry charges relate to the costs of transporting gas to your premises and they are included in the invoices you receive.*

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