

New Business Customers

Welcome to PFP Energy Business



Experienced team



Simple bills



Quick response times

Welcome to PFP Energy Business

Thanks for joining us. We're delighted you've chosen us to supply your energy.

Here you'll find plenty of useful information to help you manage your energy account.

As well as this booklet, you'll also have received a letter, giving you all the details of your energy plan.

Please take the time to read this carefully and let us know straight away if anything isn't right.

Thanks again

The Business Team



You've made the right choice

With us, you'll feel good about your business energy. We're very straightforward to deal with and understand all our customers energy needs!

We've worked really hard to make sure it's easy for you to understand your bills and manage your energy account. We want you to feel in control of your energy. With us, you'll get:

- Simple Tariffs
- Simple Bills
- Simple Account Management

We calculate bills every single month to help you stay up to date. So that your bills are accurate and you can stay on top of your energy costs, we will ask you to provide monthly meter readings. Supplying regular readings means that you won't be paying for energy you've not used. It's quick and easy to send your readings to us via your online account.



What happens next?

In your letter, you'll see the date we think you'll be joining us - your supply switch over date. It takes around 15-21 days to get everything ready.

1. Great Choice

You've chosen us!

2. Switching

We'll let your current supplier know that you are moving to us. Keep paying them until we tell you otherwise as they can prevent the move if you have an outstanding balance. If you are new to the property, please ensure you have told your supplier so that they can action the change of tenancy/owner process.

3. Getting set up

If you've chosen to pay by Direct Debit, we're already setting this up. You can check the details in your letter and return your DD Mandate and VAT declaration to us. If it's incorrect, let us know as soon as possible.

4. Meter readings

You'll then need to give us your opening meter read - or readings depending on the amount of supply points or fuels we've taken over for you. It's very easy and helps us set up your account correctly, creating a smooth transition from your old supplier.

5. The switch over

It will take around 2-3 weeks to start supplying your energy. You won't notice the switch-over. There'll be no disruption, just continuous energy.

Meter Reads FAQ's

How do I read my electricity meter?

There are 3 types of electricity meter:

Digital Electricity Meter

Modern electricity meters have a digital display, a bit like a calculator or digital watch. It should display 4 or 6 numbers. You need to note this number down.

Mechanical Electricity Meter

These meters display several numbers on a black background, and there may be some numbers on a red background too. You only need to note down the black numbers.

Dial Electricity Meter

These meters look a bit like a clock, with numbers from 0 to 9 showing how much electricity you've used. Starting with the left dial, note down which number each dial is pointing to. If it's between two numbers, write down the lowest number. If it's between a 9 and 0, write down 0. Ignore any red dials.

How do I read my gas meter?

There are 2 main types of gas meter:

Dial Gas Meter

These meters look a bit like a clock, with numbers from 0 to 9 showing how much gas you've used. Starting with the left dial, note down which number each dial is pointing to. If it's between two numbers, note down the lowest number. If it's between a 9 and 0, write down 0. Ignore any red dials.

Mechanical Gas Meter

These meters display several numbers on a black background, and there may be some numbers on a red background too.

Managing your energy online

We know that keeping track of your energy can be extremely important to your business. That's why we offer an online account which has some useful ways to stay in control of your energy.

Useful consumption graphs

Your My Account section comes with a useful monthly consumption graph showing your energy use information taken from your meter readings. This graph can be used to help you save money by adjusting your usage. This could include using energy during off peak periods and altering when you use the most energy to cut costs.

Access your account at any time

We understand that running a business can be hectic. My Account allows you to change your main details such as your email address at any time meaning that you won't have to wait on hold in a call queue.

Submit meter readings online

Easily submit your readings online or text your reads to our WhatsApp service on 07484500953.

Pay online

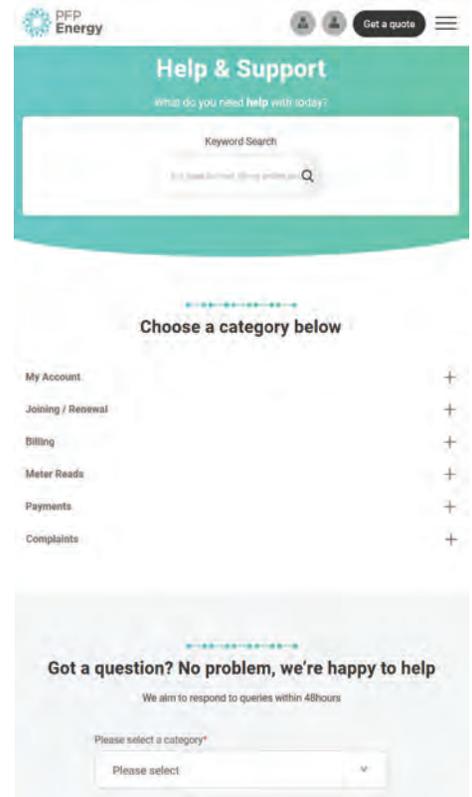
It's easy to pay online with PFP Energy Business. You can also clearly view bills anytime, anywhere which will allow you to keep up to date with your energy usage.

All accounts in one place

It's easier than ever to view group accounts in one place. PFP Energy Business allow you to have a single log in that links to all your accounts. You can click through to each account for a detailed overview of your usage.

Request Siteworks

Your online account can be used to request Siteworks such as an Automatic Meter Reader or meter upgrades.



How to make a payment

How do I make a payment?

PFP Energy offer payment by Direct Debit only. However, if your Direct Debit fails for any reason you can pay your invoice using the following methods:

Call PFP Energy Business on **01772 395747** and pay using your debit/credit card, alternatively;

You may also pay via a Bank Transfer or BACS payment to:

Bank Details: Barclays

PFP Energy Reference Number: Please ensure this is added

Account Name: PFP Energy Ltd

Sort Code: 20-69-93

Account no: 43292053

For international banking:

SWIFTBIC: BARCGB22

IBAN: GB40 BARC 2069 9343 2920 53



Where possible we will always use a customer's meter reading for billing purposes, however there are some occasions where a read that has been provided by a customer is not consistent with what is validated within the industry. If you have provided a meter read and it hasn't been used for billing purposes, please contact our customer services team on business@pfpenergy.co.uk

Account updates and queries

How do I add an additional person to my account?

If you want to add an additional person onto your account, you need to do this in writing via post using a company letter head or via email using the email address we have registered on your account.

How do I add a broker/TPI to my account?

Please note, we do not accept letters of authority directly from brokers/TPI's. These requests must be sent from our customer either in writing via post using a company letter head or via email using the email address we have registered on your account.

How do I update the billing address?

If you need to update your billing address, you need to do this in writing via post using a company letter head or via email using the email address we have registered on your account.

I have emailed PFP Energy with a query about my account, when will I have a response?

PFP Energy Business Team work to a 5 day SLA. If you require an urgent response to your query, please call our Customer Service Team on 01772 395770.

Where do I send my account update requests?

Email: business@pfpenergy.co.uk

Post: PFP Energy Business,
Edward VII Quay,
Navigation Way,
Ashton-upon-Ribble,
Preston,
PR2 2YF

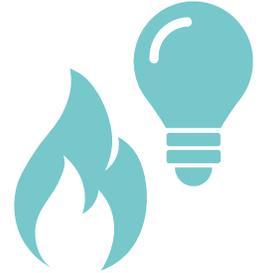
Want to know more?

You'll find lots of useful information on our website. You can also browse through our FAQ's and helpful guides - it's all at:

pfpenergy.co.uk/business/help-support/



If there's an emergency



Gas leaks

If you smell gas or think you have a gas leak, act straight away:

- Call the 24-hour national gas emergency hotline immediately on **0800 111 999**.
- Never use your mobile phone in your building if you suspect a gas leak. If you need to use it for the emergency call, go outside.
- Open any doors and windows.
- Do not smoke, use matches or any other naked flames.
- Do not turn any electrical switches on or off including lights switches and appliances.
- Turn off the gas supply at the meter, if you know how to.
- Make sure the gas supply to an appliance hasn't been left on or the pilot light on your boiler hasn't gone out.
- If you're worried about carbon monoxide fumes or have any problems with your meter, phone the 24-hour national gas emergency hotline on **0800 111 999**.

Power cuts

To report a power cut, you'll need to contact your local network operator - they look after the power cables that bring electricity to your area.

Call **105** nationwide and free of charge to find the details of your local network operator.

Before making contact:

- Check your trip switch to make sure you don't have a problem inside your premises, such as a faulty appliance or wiring.
- Check if your neighbours are having problems too. If they are, it's likely the problem is with your local network operator. If the problem is with your electricity meter, call us on **01772 395770** and we'll look into it.

If you need to contact us

We're happy to help you any time.

You can get in touch with us;

Online at

www.pfpenergy.co.uk/business

By email at

business@pfpenergy.co.uk

By phone on 01772 395770

Your Trusted Business

Energy Supplier

www.pfpenergy.co.uk/business