

**Orsted**

**Your energy supply**  
Everything you need  
to get started





## Welcome to your greener energy future

Thank you for choosing Ørsted as your energy supplier. Our vision is to lead the energy transformation in the UK and to build a greener future for us all. We look forward to working with you and helping you along your own journey to a more sustainable future. This pack contains some important information and overview of everything you can expect from us.

## Join us on the journey

We believe in supporting you by being smart, sustainable, for the duration

### **Sustainable – be part of the energy transformation**

Sustainability is at the core of our business. We are driving the energy transformation in the UK and across Europe, to deliver a cost effective and green future. As the world leader in offshore wind, we can not only offer renewable electricity without the premium, we can also help companies to exceed carbon reduction targets, and help with CSR commitments.

### **Smarter – a competitive edge for your business**

No matter if you have an electricity or a gas supply contract, by choosing Ørsted, you are powering the journey towards a greener and smarter energy future. We are agile and fast moving, quickly developing smarter solutions to meet your needs and save you time.

For instance, our flexibility solutions help you to closely manage your energy consumption to reduce costs, unlock new revenue streams and maximise profitability.

### **For the duration – our team is here to help**

We are passionate about developing lasting relationships and sustainable solutions, that will thrive in the new energy economy of the future. Our expert team will inform you of relevant industry changes to make your life easier and simpler. They are on hand to answer any questions you may have and help you get the most out of your contract with us; just some of the reasons why so many customers stay with us.

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## Getting started

To help get you set up as quickly and easily as possible we need some more information from you. Please complete the forms below and return them to us as soon as possible.

- VAT form – [download here](#)
- Direct debit – [download here](#)
- PP11 form (CCL) – [download here](#)
- PP10 form which needs to be returned to the HMRC (CCL) – [download here](#)

If you want to find out more or have any further questions about your energy supply, simply contact us using the details below.

You can also find useful information and contact us through your online account here: [orstedportal.co.uk](#)

## Get in touch

0800 056 8101  
customer\_services@orsted.co.uk  
[orstedbusiness.co.uk](#)

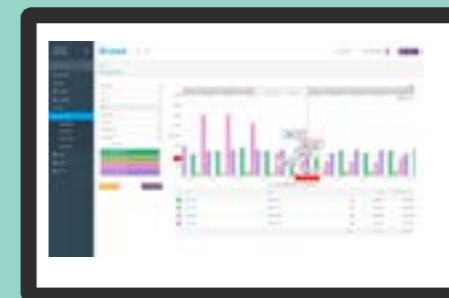
Our office hours are  
0830-1730 Monday-Friday

# Your online account

## Data on the move

Through your online account, you can access your transaction history, download invoices, find helpful information and contact our customer service team. You can also use it to monitor and analyse your energy consumption, anywhere, anytime via your mobile, laptop or tablet.

If you don't have an online account yet, please register at [orstedportal.co.uk](#)



View consumption data at half-hourly, daily, or weekly level



View consumption costs (£) for the previous month



View consumption in kWh for the previous month



Customisable dashboard gives you the information you need at your fingertips

# Utility Connections

The technical support you need, when you need it

Our utility connection partners will manage your energy projects from start to finish. By providing one point of contact at Ørsted, we can create a seamless experience which saves you time and the hassle of managing multiple suppliers. From one site installations to complex, bespoke projects, no job is too small or large.

### What we offer

- New connections
- Service and meter upgrades
- Energy Management System (EMS) connections
- Supply chain management
- Meter removals
- Service/cable alterations and disconnections

“ I would like to thank you and your team for the first-class service that you have offered on countless occasions to help my customers get the meters they need promptly and with the minimum of fuss.

Thank you once again for the excellent service that you provide. I recommend Ørsted to all of my customers based on your excellent service, competitive pricing and dependability on meter installations.

Mark Laurie, Director,  
The Nationwide Caterers Association

# Automated Meter Reader (AMR)

What is AMR?

Automated Meter Reader (AMR) records data from your meter and sends it to our customer portal.

You can view it in your online account, giving you full transparency into how much energy is being used and when across all your sites.

We provide AMR services to customers who have a supply agreement with us. If you have any questions about AMR, or if you have your own arrangements, please contact us.

NB. Please note, AMR is not required if you have a half-hourly (HH) electricity meter.

## How AMR works



1

Your meter generates a pulse for each unit of energy that passes through it.

2

The AMR device records and counts the units.

3

This information is then transferred from the AMR unit to Ørsted's server.

4

Ørsted transfers this information to your account, and it is also used to calculate your invoice.



# What to do in an emergency

## In the event of a power cut

Call the national power emergency service on **105**. This is a 24-hour emergency line. Alternatively, you can contact your local Distribution Network Operator (DNO) using the details below. The DNO maintains the electricity lines that connect your premises to the electricity network.

If you are not sure which DNO to contact, refer to the supply number on your invoice. The first two digits of the second line indicate the relevant DNO for your site, please see below.

For example, the supply number shown here indicates that the DNO is UK Power Networks.

S	xx	xxx	xxxx
	10	xxxx	xxx

Area	Area	DNO	Emergency/loss of supply (24 hour)	General enquiries
10	East Anglia	UK Power Networks – Eastern Power Networks	0800 316 3105	0845 601 4516
11	East Midlands, West Midlands, South Wales & South West	Western Power Distribution	0800 678 3105	0800 096 3080
12	London	UK Power Networks – London Power Networks	0800 316 3105	0845 601 4516
13	Merseyside, Cheshire & North Wales	SP Energy Networks	0800 001 5400 Mobile: 0330 101 0400	0330 101 0444
14	West Midlands	Western Power Distribution	0800 678 3105	0800 096 3080
15	North East and most of North Yorkshire	Northern Powergrid (Northeast)	0800 668 877 or 0330 123 0877	0845 070 7172
16	North West England	Electricity North West	0800 195 4141	0800 048 1820
17	North Scotland	Scottish & Southern Energy Power Distribution	0800 300 999 Mobile: 0345 072 1901	0800 483 515
18	Central & Southern Scotland	SP Energy Networks	0800 092 9290 Mobile: 0330 101 0222	0330 101 0444
19	South East England	UK Power Networks – South Eastern Power Networks	0800 316 3105	0845 601 4516
20	South England	Scottish & Southern Energy Power Distribution	0800 727 282 Mobile: 0345 072 1905	0800 483 516
21	South Wales	Western Power Distribution	0800 678 3105	0800 096 3080
22	South West England	Western Power Distribution	0800 678 3105	0800 096 3080
23	West, South & East Yorkshire & Northern Lincolnshire	Northern Powergrid (Yorkshire)	0800 668 877 or 0330 123 0877	0845 070 7172
24	Great Britain	Independent Power Networks	0800 013 0849	0845 055 6199
25	Great Britain	ESP Electricity	0800 731 6945	0137 222 7560
26	Great Britain	Energetics Electricity	0800 804 8688	0169 840 4640
27	Great Britain	Electricity Network Co	0800 032 6990	0135 924 3311
29	Great Britain	Halaxton	0800 055 6288	0844 800 1813
30	North West	Peel Electricity Networks	0192 487 1558	0845 226 786
31	Great Britain	UK Power Distribution	0800 311 8074	0844 740 0074

## In the event of a gas emergency

Call the National Gas Emergency Service on **0800 111 999**. This is a 24-hour emergency line.

### You should call the emergency line if:

- You can smell gas
- You have no gas, low or high pressure
- You suspect carbon monoxide poisoning
- There has been a gas explosion or fire

### Once you have called the emergency helpline, take the following actions, if it is safe to do so:

- Turn the emergency control valve off at the meter. Only do this if your Site Engineer has advised that you can take this action. If the emergency control valve is in a cellar or confined space, where there is also the smell of gas, do not enter and leave the premises immediately
- Open all doors and windows to ventilate the property
- Do not turn any electrical switches on or off
- Put out naked flames; do not smoke, strike matches or do anything which could cause ignition
- Manually open any electric doors or gates



## Other useful information

### How to make a complaint

We pride ourselves on delivering excellent customer service. However, if you are not happy with our service and wish to make a complaint, please visit the website below, your complaint will be handled quickly and efficiently. [orstedbusiness.co.uk/contact](https://orstedbusiness.co.uk/contact)

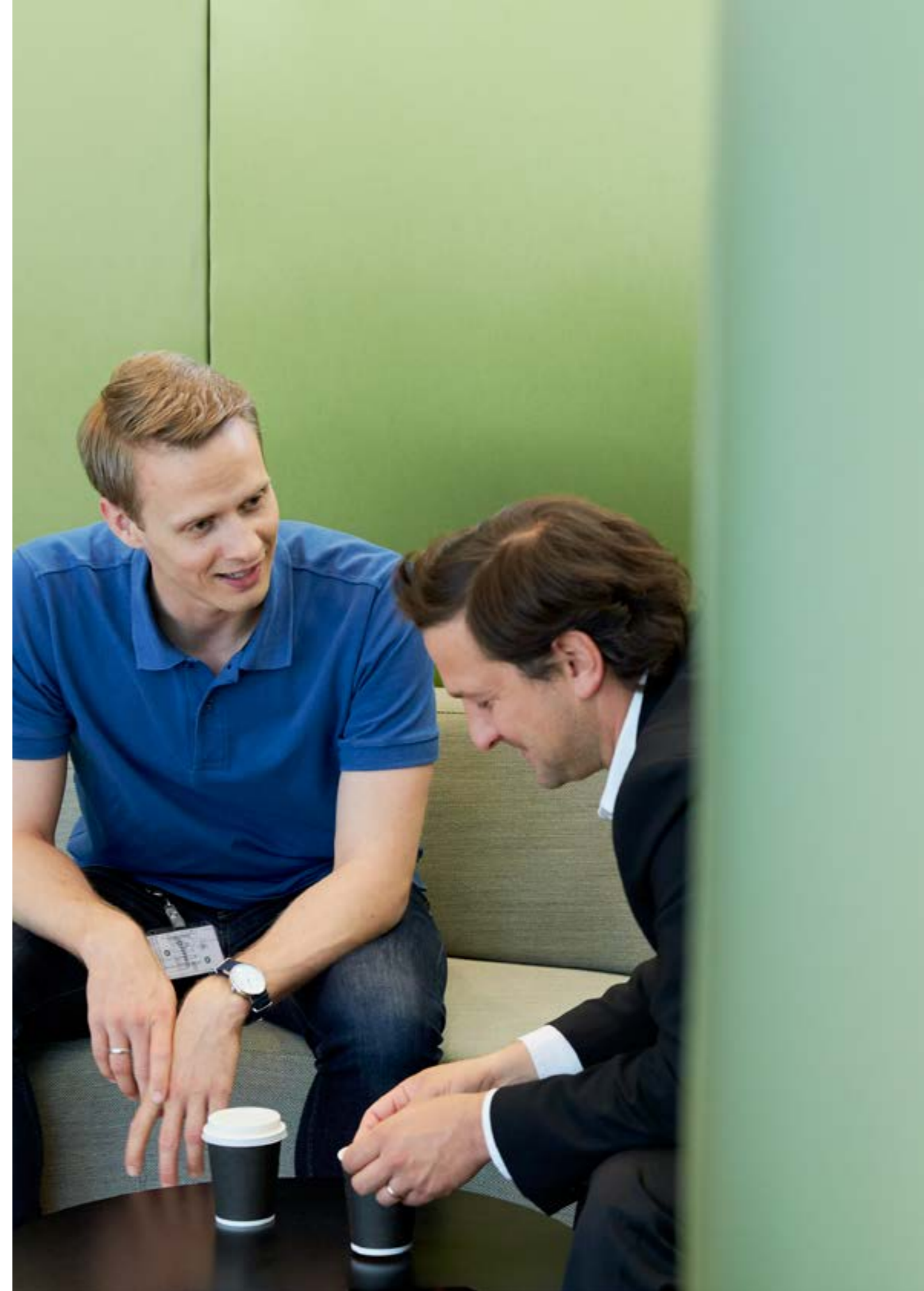
### Our bank details

Orsted Sales (UK) Ltd  
Bank: Nordea Bank AB  
Bank address: London Branch, 6th Floor,  
5 Aldermanbury Square, London EC2V 7AZ  
Account name: Orsted Sales (UK) Ltd  
IBAN: GB85 NDEA 4048 7846 4336 01  
SWIFT: NDEAGB2L  
Account number: 46433601  
Sort code: 40 48 78

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[customer\\_services@orsted.co.uk](mailto:customer_services@orsted.co.uk)

[orstedbusiness.co.uk](http://orstedbusiness.co.uk)

Registered office: Orsted Sales (UK) Limited, 5 Howick Place, London, SW1P 1WG  
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