

# HEDGING PROCEDURE

## Actively managing your electricity price – how to issue Instructions to Fix or Refloat

1. You can fix the commodity price of your electricity by issuing Instructions to Fix or Refloat for load blocks of electricity for delivery in any supply month covered by your contract with us.
2. If the Offer indicates that your contract is Evergreen, you can also fix the commodity price of electricity for delivery in supply months beyond the end date of your contract with us provided that your financial circumstances remain acceptable to us.
3. We will accept Instructions to Fix or Refloat, from the people or company listed in the Offer or anyone that you subsequently notify us of in writing (the Customer Representative).
4. When you wish to issue an Instruction to Fix or Refloat you will need to provide us with the following:
  - (a) your name and the name of the company for whom you wish to buy or sell electricity;
  - (b) the supply month(s) or periods for which you wish to buy or sell electricity;
  - (c) whether the Instruction to Fix or Refloat relates to a Base Load or Peak Load Block; and
  - (d) the quantity of electricity that you wish to buy or sell.
5. Any Instruction to Fix or Refloat must be in increments of 0.1MW.
6. Hedging via our sales department (email)
  - (a) For smaller quantities of electricity, we will send you each business day a list of available prices, which we may update through the day.
  - (b) To buy or sell electricity, send an email by 14:30 hours, using the template we provide, to:  
[DES-electricityfixrequest@dongenergy.co.uk](mailto:DES-electricityfixrequest@dongenergy.co.uk).
  - (c) Unless the list of available prices has been updated, we will send you a Confirmation email by 17:00 hours, at which point the Instruction to Fix or Refloat is binding.
  - (d) If you do not believe that the Confirmation correctly reflects the agreed terms, call 0800 0568 123 by 15:00 hours on the business day after the Confirmation is sent to check.
7. If our Confirmation is wrong, we will correct it.
8. Hedging via our Trading Desk (phone)
  - (a) For larger quantities of electricity, if you have hedging options in your contract that are available via the Trading Desk, call: 0800 051 0808 by 16:30 hours on a business day.
  - (b) The Trading Desk will agree a price with you on the telephone and send you a Confirmation email.
  - (c) If you do not believe the Confirmation email accurately reflects your terms, call 0800 051 0808 or reply to the Confirmation email by 18:00 on the day of Confirmation.
  - (d) The Trading Desk will correct the Confirmation if it is

wrong and send you a new Confirmation email, which you should acknowledge promptly by return email.

9. You cannot cancel an Instruction to Fix or Refloat once we have sent you an undisputed Confirmation. You can however Refloat electricity that was the subject of an Instruction to Fix. You must use the same contact method as you used when you issued the original Instruction to Fix
10. When you issue an Instruction to Fix or Refloat we will provide you with the best price that we believe is available at the time the instruction is received. If, however we believe no price is available for any reason, we reserve the right not to accept the Instruction to Fix or Refloat.
11. To the extent you have not hedged volumes of electricity up to the Load Block Volume by the “default date” listed in your Offer, we will purchase the remaining volume of electricity at the Default Index.
12. Instructions to Fix and Instructions to Refloat are charged at the fix fee and refloat fee set out in the Offer.