

# HEDGING PROCEDURE

## Actively managing your gas price – how to issue instructions to Fix or Refloat

1. You can fix the commodity price of your gas by issuing Instructions to Fix or Refloat for quantities of gas 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 gas for delivery in supply months beyond the end date of your contract with us, provided that your financial circumstances remain acceptable to us. When any termination notice comes into effect the disposal of such hedged positions will result in an adjustment to the overall price of gas that we have supplied to you during the term of your contract, and this adjustment will be reflected in your final invoice for gas.
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 gas;
  - (b) the supply month(s) or periods for which you wish to buy or sell gas;
  - (c) the quantity of gas that you wish to buy or sell; and
  - (d) the hedging option you want to use chosen from the hedging options shown in your contract.
5. Any Instruction to Fix or Refloat must comply with thresholds and increments shown in Schedule 3 of your contract.
6. Hedging via our sales department (email)
  - (a) For smaller quantities of gas, we will send you each business day a list of available prices, which we may update throughout the day
  - (b) To buy or sell gas, send an email by 14.30 hours, using the template we provide, to:  
[DES-gasfixrequest@dongenergy.co.uk](mailto:DES-gasfixrequest@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. If our Confirmation is wrong, we will correct it.
7. Hedging via our trading desk (phone)
  - (a) For larger quantities of gas, if you have hedging options in your contract that are available via the trading desk, call 0800 051 0808 by 16:30 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 correctly reflects the agreed terms, call 0800 051 0808 or reply to the Confirmation email by 18:00 hours on the day of the 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.

8. You cannot cancel an Instruction to Fix or Refloat once we have sent you an undisputed Confirmation. You can however refloat gas 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.
9. 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.
10. Unhedged volumes of Gas will be priced in accordance with Schedule 4 (Pricing)
11. Instructions to Fix and Instructions to Refloat are charged at the fix fee and Refloat fee set out in Schedule 3.
12. When you fix or refloat volumes of gas the price we quote will be in pence per Therm. For the purposes of invoicing, we will convert the price into a pence per kWh price.
13. If your contract is Evergreen, and you have fixed the commodity price of gas for delivery in supply months beyond the end date that any termination notice that you have issued comes into effect the disposal of these hedged positions will result in an adjustment to the overall price of gas that we have supplied to you during the term of your contract, and this adjustment will be reflected in your final invoice for gas.