

FAQ

Q Will my meter be read? Will site works and meter maintenance go ahead?
What should I do if there's a power cut or gas leak?

A As lockdown measures are easing across the UK, we've restarted some metering work. Safety is our priority, and we must work at the same pace our metering service providers are able to resource work and in line with government guidelines.

Non-half-hourly metered supplies

While lockdown restrictions have been progressively easing, our service providers' engineer availability remains limited. Recalling engineers on furlough and making sure safety measures are in place takes time. However, our service providers are now slowly increasing capacity on a phased basis. Some of our service providers also have limited geographic coverage – and there's limited coverage in Scotland for all work types. Local lockdowns are likely to affect coverage and may prevent bookings being progressed.

New requests for metering work

We're now able to accept requests to assist with reconnections, emergencies where you're cut off and meter faults where your supply is on. Please get in touch with your account manager or our service help desk on **0345 7252 526** to discuss your initial requirements.

Please note that lead times may be extended while we work through the backlog of previously cancelled appointments and our service providers expand capabilities. Lead times will be reviewed every four weeks.

We'll be working at the same pace as our service providers regarding availability to restore regional coverage and service levels. We'll put every effort into understanding your specific requirements around the collection of routine meter readings and other metering work.

Meter reading

We're not currently accepting requests for meter read visits. However, we're happy to accept readings from you. Please submit these:

- Online at ssebusinessenergy.co.uk/submit-meter-reading or our **Business Energy Centre**
- Via meterline on **0345 071 9894**
- By calling the meter reader directly, if they've left you a card or message.

Please appreciate that Covid-19 has significantly impacted physical routine meter read collection. Enabling engineers to visit premises without a timed appointment requires the necessary safety protocols. We'll be scheduling meter readings on a month by month basis, factoring in businesses open for trading and government guidelines.

FAQ

Electric new connections

We're now accepting new requests for electricity supply connections. However, please note that lead times are still extended while we work through previously cancelled appointments and our service providers expand capabilities. Lead times will be reviewed every four weeks.

If you're an existing customer, please **get in touch** with your account manager or usual sales team to discuss your initial requirements. If you're a new customer, please contact our electric new connections team at mbs.new.connections.south@sse.com or call **0345 0709 385**.

You'll need to complete **[new supply application forms](#)** and you can **[find out more online](#)**.

Gas siteworks

Our gas siteworks service reopened on 1 June and we're accepting new requests. There are restrictions in Scotland which may affect lead times or ability to book outright. Please get in touch with our gas siteworks team at bes.gassiteworks@sse.com or call **0345 0701 265**.

SMETS2 smart meters

We're installing electric SMETS2 smart meters with our metering partner, SMS. This is based on geographic coverage and single phase only at this stage. Gas will start soon. If you booked an appointment before lockdown, our team will be in touch.

If you'd like to register your interest, please visit ssebusinessenergy.co.uk/smart-metering. You can find out more about smart meters and how you can unlock energy and cost savings as well as easy, accurate billing.

Half-hourly metered supplies

We're working through previously cancelled appointments and any technical issues as a result of the lockdown, so we're not currently accepting new requests for half-hourly upgrades. As soon as we can accept new requests, we'll let you know.

Electric emergencies

In the first instance please call your local **[Distribution Network Operator](#)** on **105**.

The DNO will advise if there is a local power cut and investigate if there is a supply issue.

Gas emergencies

In the first instance please call the gas emergency service on **0800 111 999**.

The gas network will attend within an hour if a gas escape isn't made safe – for example gas is still leaking or cannot be made safe. The network will attend within four hours if a gas leak has been controlled and made safe.

Depending on the meter at your site, the network engineer will either exchange the meter at the time, or advise you to contact us to arrange an exchange. If the engineer advises you to contact us, they'll make the meter safe and ensure any gas leak is stopped before leaving.

Cut off due to a meter fault?

If you need assistance in restoring your electricity or gas supply due to a meter fault, please get in touch with our customer services team on **0345 725 2526**. Your call will be directed to the right team to help restore your supply.

FAQ

Q Does SSE Business Energy expect to maintain Service Levels?

A Maintaining our operations and supporting our customers is very important for us, and we've taken a number of steps to ensure we continue to deliver for you. These include enabling homeworking for employees wherever possible. As a large operational business, safety is our number one priority – so for now most of our colleagues across England, Scotland and Wales will continue to work remotely. For the limited number of our colleagues who need to be present in our offices we have, in line with UK Government guidance, put in place social distancing measures as well as taken extra steps to make sites safe, clean and secure so we can continue to operate with minimal disruption.

We continue to answer customer queries, take payments and process meter readings over the phone. However, you may experience longer waiting times than usual. Please bear with us and, where possible, use our online facilities (detailed below). Paying by BACS bank transfer will be quicker than phoning as we'll need to call you back. Customers with a Billing Account Manager can continue to communicate by email where required.

Currently our turnaround times are in line with our normal service level. The situation is subject to change, so we have plans in place in case we need to prioritise certain services in future. We'll provide further updates on any developments.

Q What services can I access online?

A You can carry out everyday account management and access useful information via our online platforms.

In our Business Energy Centre ssebusiness.co.uk you can:

- View bills
- Submit meter readings
- Request e-billing (instead of paper invoices)
- Run billing reports (to obtain information such as unit rates, usage and breakdown of the bill)

If you need log-in details, please [register here](#) or contact your account manager.

On our website ssebusinessenergy.co.uk you can:

- [Obtain energy quotes](#)
- [Sign a contract](#)
- [Obtain terms and conditions](#)
- [View rates](#)
- [Access direct debit forms](#)
- [Log a change of tenancy](#)
- [Find out how to pay a bill](#)
- [Get in touch using contact us forms](#)

For energy trading you can use our online platform Foresight foresightssebusinessenergy.co.uk.

FAQ

**Q What support is available for businesses experiencing payment problems?
Will customers still be subject to late payment charges?**

A We understand that this is a worrying time. Facing an unpredictable future, businesses will be affected in different ways, so payment arrangements and late payment charges will depend on individual circumstances. We're happy to discuss your situation in more detail – please email csi@sse.com including your business details.

As government guidance changes for different sectors and regions, it's likely that some businesses will be open fully, some will adapt their operations or business models and some will stay closed for a longer period – so please keep us informed about your situation.

We'd encourage all businesses to turn off all non-essential electricity and gas consumption to minimise their demand – and to send us frequent meter readings so that we can provide you with accurate billing. Please use our [Business Energy Centre](#) or our dedicated [Meterline](#) to provide these readings. Customers should provide us with an accurate meter reading now which we'll hold on record, and use to help pro rata an estimate in the event that we don't use an actual reading for billing due to bill cycles. We advise you to submit meter readings now and every month until the government lifts restrictions.

We also offer direct debit as our standard payment option. Direct debit reduces the risk of getting into debt, as the amount owed is paid off automatically at the end of each billing period, removing any reason for late payment. If businesses cancel direct debits and build up overdue bills, that can affect their credit rating. There's more information on our website about [how to pay a bill](#).

Q How much notice does SSE Business Energy require of any site closures?

A If your business is closed, either temporarily or permanently, please make sure that all non-essential electricity and gas consumption is turned off. Customers should notify us of any site closures and/or anticipated variations in energy consumption as soon as possible – in accordance with their applicable contract terms. If there's no usage (with nothing such as security lighting using power) we can apply VAT at the lower rate of 5%. Please [submit meter readings](#). SME customers also need to make us aware of absolute zero consumption so that bills reflect the lower VAT rate.

We provide an online analytical platform free of charge within all our energy supply contracts called Clarity. This will enable you to monitor consumption at your sites to ensure it's as low as possible over these quieter times. If you'd like help logging on to the platform please get in touch with clarity.support@sse.com.

FAQ

Q How can I receive correspondence from SSE Business Energy if I cannot access my normal place of work?

A If your site is shut or you are working from home, please make sure your billing address is up to date so you receive important post from us. You can do this at ssebusinessenergy.co.uk/contact-us – under Category, select SME billing query on the dropdown menu, then Address amendments – or via your account manager. Please tell us whether the change of billing address is temporary or permanent.

You can also register for e-billing via our Business Energy Centre: ssebusinessenergy.co.uk/my-account

Q What extra support is available for businesses, from the government for example?

A The UK Government has issued guidance about extra support available to businesses including SMEs and those in the retail, hospitality and leisure sectors – please see gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19.

Business Debtline provides free debt advice to small businesses and people who are self-employed. Their services are available over the phone, through their website and via webchat. To understand your options, go to businessdebtline.org/EW/factsheets/Pages/coronavirus/advice-and-help.aspx.

HMRC has announced that all UK businesses will be able to defer VAT return payments that are due to be paid to HMRC between 20 March and 30 June 2020. This relates only to payments due to be made to HMRC and will not affect VAT charged between suppliers and customers. You will not see any changes to our bills as a result of this announcement, and VAT will be charged as normal during this period.

More information is available on HMRC's website: gov.uk/government/organisations/hm-revenue-customs

FAQ

Q Will SSE Business Energy still be able to provide prices and accept new business?

A To make sure we can continue to produce quotes for new business, register contracts and so on, we've set up our Contract Administrators and Quote Production teams for remote working.

Our sales team is ready to help you – please get in touch with your account manager or email direct.sales.cardiff@sse.com, call **0800 389 4466** or visit quote.ssebusinessenergy.co.uk.

We're accepting new business and will continue to risk assess applications, including conducting credit checks.

As always, prices are subject to availability and we reserve the right to change them at any time. We'll let you know in the event that we need to limit how far out we offer prices, or if we need to prioritise certain contracts. Brokers, please check our price book matrices email – normally sent on Thursday – for updates.

Please note that our standard SLAs and turnaround times apply as follows:

- New quote: within 5 days, though we aim to provide prices sooner. This is for both Fixed and Flexible quotations
- Lock-in: within 5 days for matrix prices or 24 hours for bespoke prices
- Registration: within 21 days for electricity and gas

Q How will coronavirus disruption impact on volume tolerance levels in line with contract, flexible purchasing and so on?

A SSE Business Energy considers there could be an impact on volume tolerances for some customers – however, at this point it is not possible to know the extent of this and implication for each customer. We request that customers review their contract terms and continue to comply with obligations around notification of any change in volume tolerance for which we will review and process accordingly.

Our EPMI trading team has a resilience plan to maintain trading and customer purchasing. We'd ask you to place orders to trade via email.

If you have specific questions about your flexible contract, please email flex.ops@sse.com.