MyGateway User Guide

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Why use MyGateway?

Raise and Track Queries:

- If you have experienced a problem or want to make a **general enquiry** then you can do so by raising a query through the MyGateway portal.
- MyGateway provides you with a quick an easy way to **raise and track account queries.**
- These will be sent directly to the **TotalEnergies Team** where your account manager(s) will view what has been raised and action accordingly.

View and Enter your Meter Reads:

- MyGateway enables you to **submit reads** both individually and in bulk. The meter reads will be processed and made available to our billing system.
- You may have multiple meter reads to submit and therefore benefit from using the **bulk meter read function**. Rather than submitting multiple reads individually, you can save time by uploading all of your reads in one single batch.
- You will also be able to view any previously **billed reads** and **reads you have submitted** via the portal to help you monitor your energy usage.

View and Access Reports:

- MyGateway gives you **instant access** to a **variety of reports** at your finger tips.
- You can **easily monitor your data** by going into MyGateway and simply downloading the reports that you require.
- If you will be regularly accessing your reports, you may benefit from the **scheduling report function**. You can select your report criteria and a frequency that you wish to receive the report on. This can be daily, weekly or monthly etc

View and Manage your Invoices:

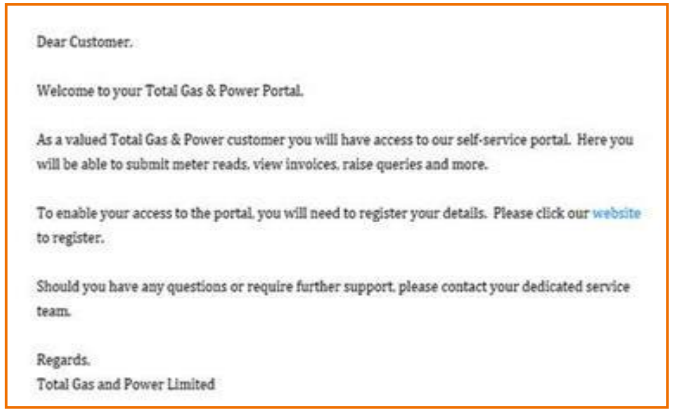
- MyGateway offers you the ability to be able to **view and download your invoices** so you can quickly see the makeup of your bill.
- You can also manage and **alter how you receive** your invoice via MyGateway as well as email invoices directly to a specified email address.

Getting Started

1.1 Registration for MyGateway

As a TotalEnergies customer, the registration email is automatically sent to the e-mail address provided when you are granted access.

To enable your access to MyGateway, select the registration link within the registration email and complete the details as requested. It is from here that you will be able to set up a secure password and security questions.



Dear Customer,

Welcome to your Total Gas & Power Portal.

As a valued Total Gas & Power customer you will have access to our self-service portal. Here you will be able to submit meter reads, view invoices, raise queries and more.

To enable your access to the portal, you will need to register your details. Please click our website to register.

Should you have any questions or require further support, please contact your dedicated service team.

Regards,
Total Gas and Power Limited

1.2 MyGateway Login

To access MyGateway, begin by entering the following link into your internet browser (Google Chrome preferred):

mygateway.business.totalenergies.uk

Next, enter your email address and password, then select '**Sign In**'.

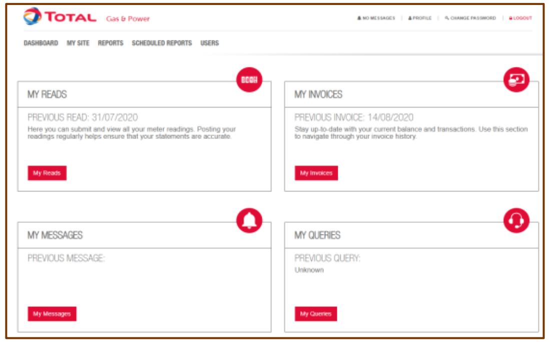
1.3 Homepage

Your experience within MyGateway will vary depending on how many site(s) you have access to. You are either a single site user (who has access to one site only) or a multi site user (who has access to more than one site).

Depending on the type of user you are, will determine how the portal is visualised.

Single site user

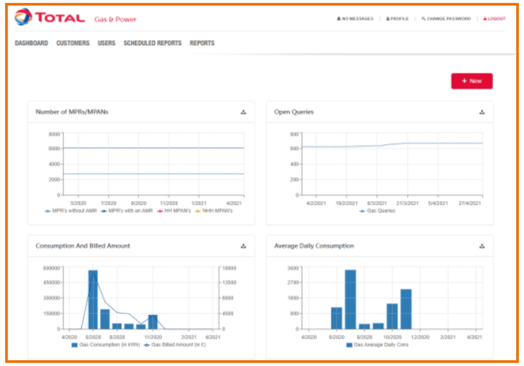
For example, a single site user's homepage looks like the below:



From here, you can access your information via the shortcuts displayed which will help you navigate around the portal quickly.

Multi-Site User

This is an example of what the multi site user's homepage looks like:



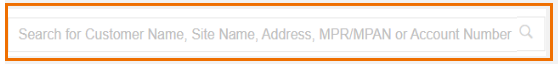
You will be presented with graphs that demonstrate some of your key trends, allowing you to quickly get a view of the evolving health and scale of your portfolio.

In order to access the information related to a customer, you can select the relevant customer via the '**Customers**' tab. You will be able to access information such as '**Reads**', '**Invoices**', '**Queries**' that relate to that customer.

To see information relating to a specific site/account you can navigate straight to the '**Sites**' tab from the homepage, which will allow you to search directly for the relevant site/account.

If you have already selected a customer via the '**Customers**' tab, you are also then able to select a specific site/account.

Make use of the dynamic search function within the '**Customer**' and '**Sites**' tab enabling you to search, for example, via customer name, MPR/MPAN and more.



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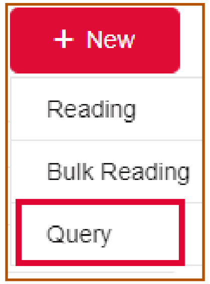
Query Management

2.1 What is a Query?

If you have experienced a problem or want to make a general enquiry and wish to raise this to your dedicated account manager(s), then you can do so by raising a query in relation to a site through the MyGateway portal.

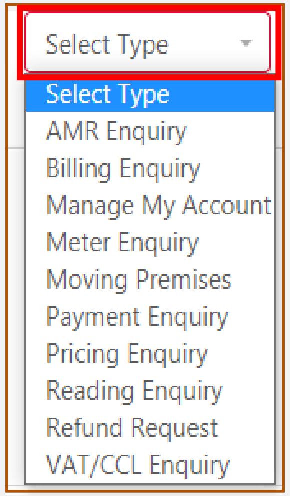
2.2 Create a Query

In order to create a query, please select the '**New**' button found at the top right hand of the screen:



If you have not navigated to a site/account within the portal when creating a query, you will be prompted to search and select the site/account you would like the query to be logged against.

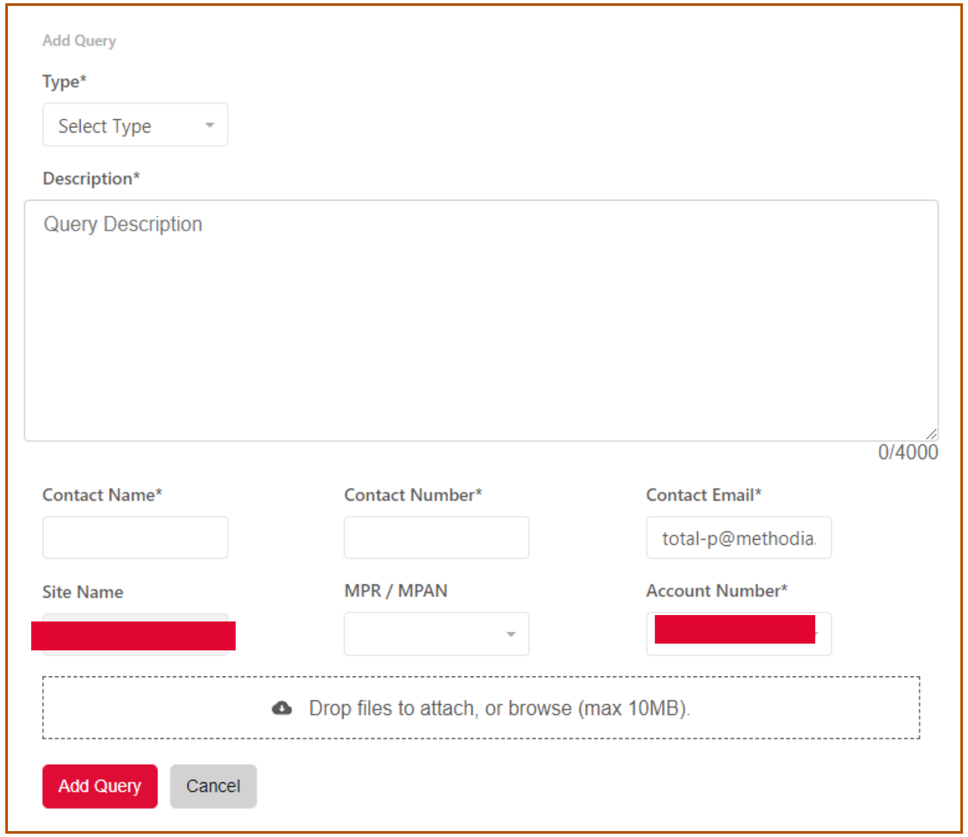
You can raise various types of queries based on your request, issue or enquiry. You can select the type of query as displayed below.



As displayed to the right, you can provide us with a description of the issue in hand. To aid in this, you can also attach files to the query to help the account manger better understand the query itself. This for example could include a photo of your meter, displaying the correct read or a form that you wish to submit i.e. a DD form.

Please provide as much detail as you can, so we can better help and serve you.

By populating the correct contact details, this will help us ensure we contact the relevant person should we have any further questions.



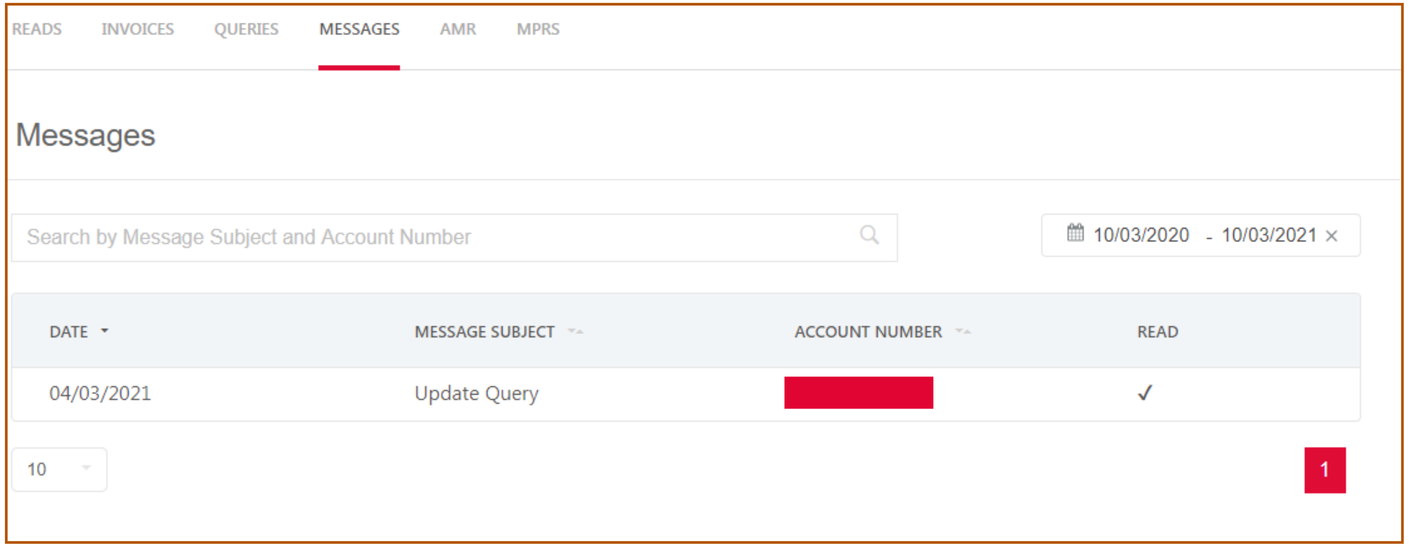
2.3 Manage a Query

Once a query has been submitted, (following the steps from 2.2 Create a query) this will be directed to your dedicated account manager(s) who will begin working on the query.

Additional the query will be viewable within MyGateway and can be accessed within the specified customer or site.

If the account manager requires further information to resolve the query they may subsequently be in contact with you via phone/email or through MyGateway itself.

If a question or update has been added to your query by your account manager, you will be notified via a message.



If you would like to respond or if further information is required, you are able to do this by posting a comment in the query and you can add an attachment if you need to.

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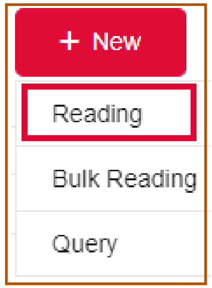
Meter Readings

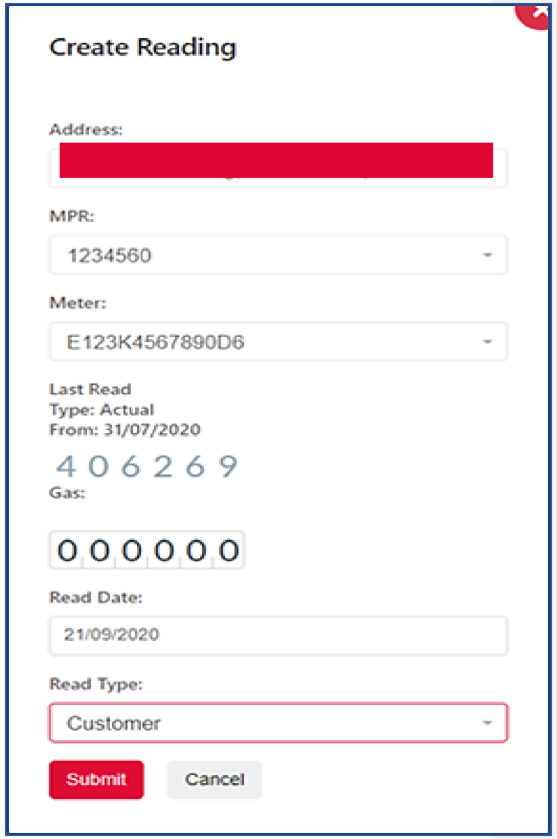
3.1 What is a Meter Reading?

Meter readings are used to derive what has been consumed. If you don't have an AMR device, you may wish to supplement any reads that we have collected by providing a meter reading at the end of every month.

3.2 Submit a Meter Reading

In order to submit a single meter reading, please select '**Reading**':





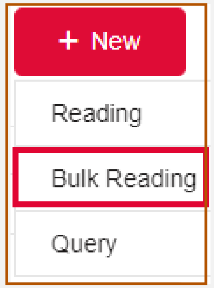
If you have not already navigated to a site/account, you will be prompted to search and select the site/account you would like the meter reading to be submitted against.

3.3 Upload a Bulk Meter Reading

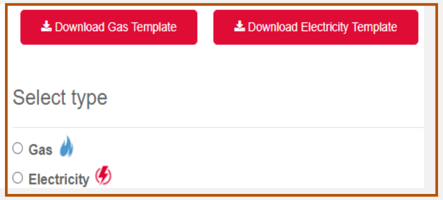
You may have multiple meter reads to submit and therefore benefit from using the bulk meter read function.

Rather than submitting multiple reads individually, you can upload all your reads in one single batch, making for a more efficient process. For example, you can upload multiple readings for the same site with various meters or for all the sites in your portfolio.

In order to upload bulk meter readings, please select '**Bulk Reading**':



From here, you will be able to download the gas template or electricity template depending on your sites (a spreadsheet file).



Once the template has been downloaded, you will need to populate the fields with the required information.

Please continue to next slide.

The bulk reading template that must be populated for gas is shown below:

	A	B	C
1	Meter Point Reference	Reading Date (dd/mm/yyyy)	Meter Reading
2			
3			
4			

Similarly, the bulk reading template for electricity is shown below.

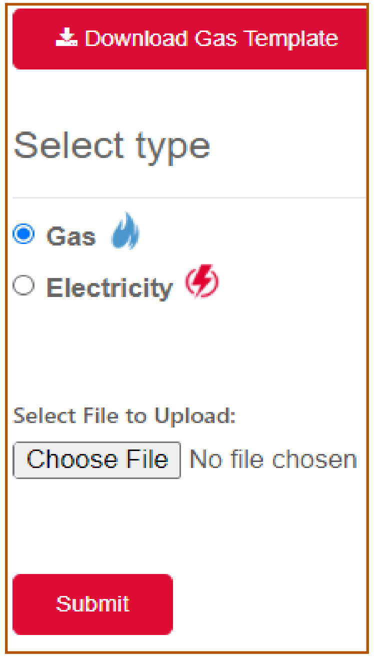
	A	B	C	D
1	MPAN	Reading Date (dd/mm/yyyy)	Reg ID (you can find this on your bill)	Meter Reading
2				
3				

Please ensure that the date entered is in the correct format DD/MM/YYYY i.e 25/06/2021

The Reg ID is required when submitting the bulk readings for electricity. To get this ID number, you will need to view a previous invoice.

Charge Description	Reg ID	Period of use From	To
Supply Number S [redacted]			
Meter No. [redacted]			
Day Units	1	02/11/18	03/02/19
Night Units	2	02/11/18	03/02/19
Standing Charge		02/11/18	03/02/19

Once you have populated the template, save it and select either the Gas or Electricity icon accordingly.



You will now be able to choose the file template that you have completed and click '**Submit**'.

3.4 Bulk Upload Failed?

All correctly inputted reads will be accepted and submitted.

If any reads have been rejected by the portal, then you be presented with an error message highlighting the rejection reason against each read.

Please review each error message and adjust your bulk reading template accordingly. If you are resubmitting the template, please remember to remove any previously accepted reads.

Any error message will be displayed in a similar way to the below:

Results

MESSAGE	CREATED
Reading imported successfully	3/16/2021, 11:42:48 AM
Reading imported successfully	3/16/2021, 11:42:48 AM
Reading imported successfully	3/16/2021, 11:42:48 AM
Please note, as you have a corrector installed on your meter we are unable to accept meter reads via this portal. Please contact your account manager; Read failed to upload. Please check and try again.	3/16/2021, 11:42:48 AM
Reading imported successfully	3/16/2021, 11:42:48 AM

Billing

4.1 Billing

MyGateway offers you the ability to be able to view, download and send your invoices.

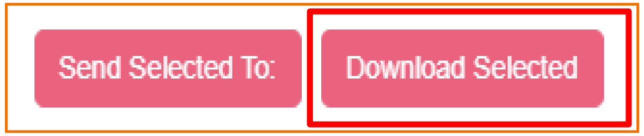
4.2 Download an Invoice

Firstly, you must navigate to the appropriate customer or site, and select the invoice tab.

From here you will be able to view the invoice(s) associated with that customer or site. To download an invoice, select the icon:

To download multiple invoices at once, select the tick boxes for the invoices you wish to download.

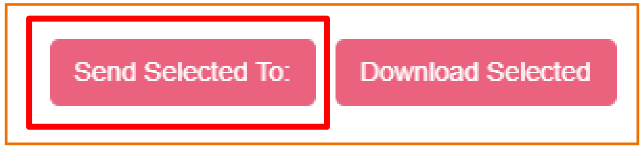
To begin the download, click the '**Download Selected**' button.



4.3 Send an Invoice via Email

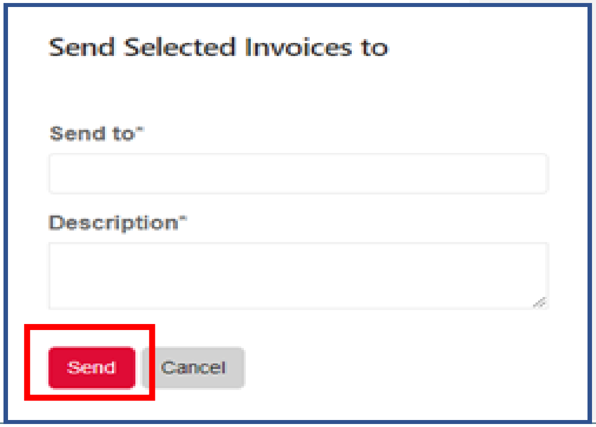
Within MyGateway, you can send an invoice to a specified email address.

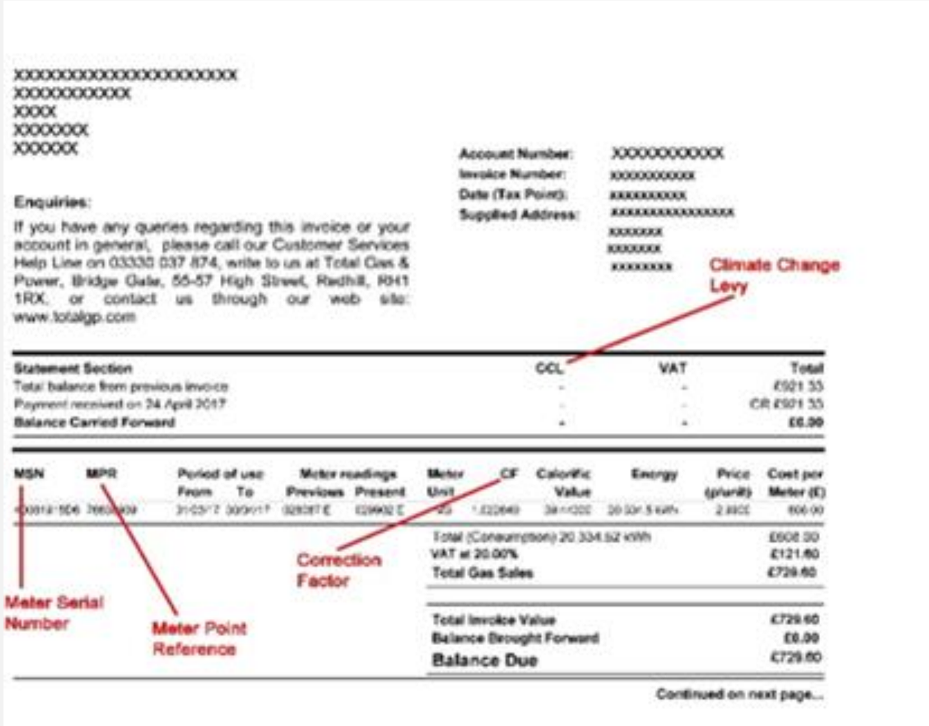
You need to select the corresponding tick boxes to the invoice(s) you wish to send and click the '**Send Selected To**:' button to proceed.



You will need to complete the email address of the recipient as well as any additional messages you wish to include.

When complete select '**Send**'.





The above is an example of a standard Gas invoice.

4.4 Send Methods

You can manage and alter how you receive invoices via MyGateway. There are 4 methods you can select:

1) E-mail push
You will receive an email with the **invoices attached.** This maybe useful if you would like to store your own copy. If any issues occur with invoices not being received, please check your spam/junk folder before contacting your account manager.

2) E-mail pull
You will receive an email which **contains a link** to the invoicing page for the relevant site/account within MyGateway. If any issues occur with the email not being received, please check your spam/junk folder before contacting your account manager.

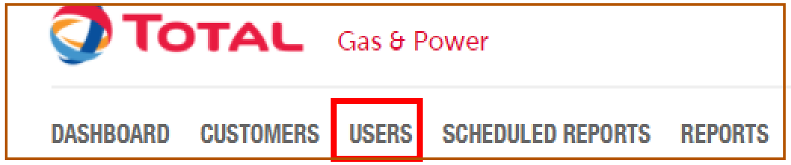
3) Online Only
You must **login to MyGateway** to access your invoices. You will not receive an email or posted invoice. This option will suit you if you only want to view your invoices on an ad-hoc basis. (see *4.2 Download an Invoice).*

4) **Post**
Your invoice will be **posted**.

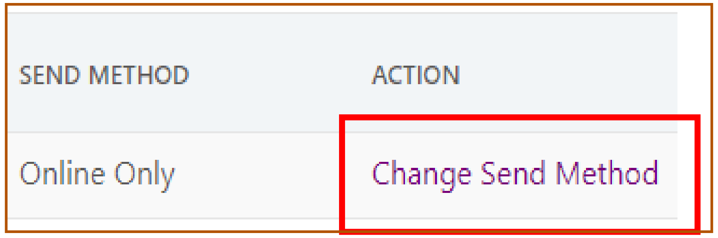
4.5 Changing Send Method

You can change the way that invoices are received for yourself or another user within MyGateway.

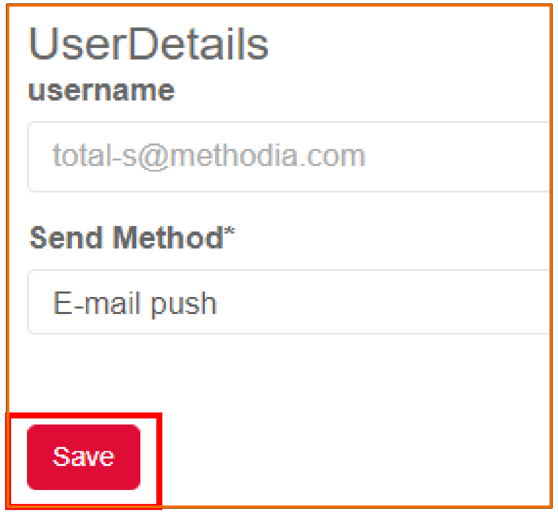
First, select the **'Users'** tab and search for the appropriate user in the list.



Select '**Change Send Method'** against the user as shown below.



Finally, select the appropriate send method from the list that you would like to proceed with and select '**Save**'.



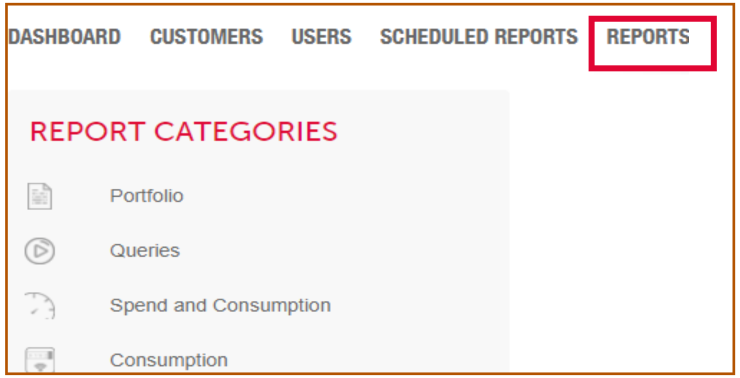
Reports

5.1 Reporting

MyGateway gives you instant access to a variety of reports, providing you transparency and easy access to your data to help you better monitor and manage your portfolio.

5.2 Access your Reports

In order to download your reports, you must navigate to the ‘**Reports’** tab.

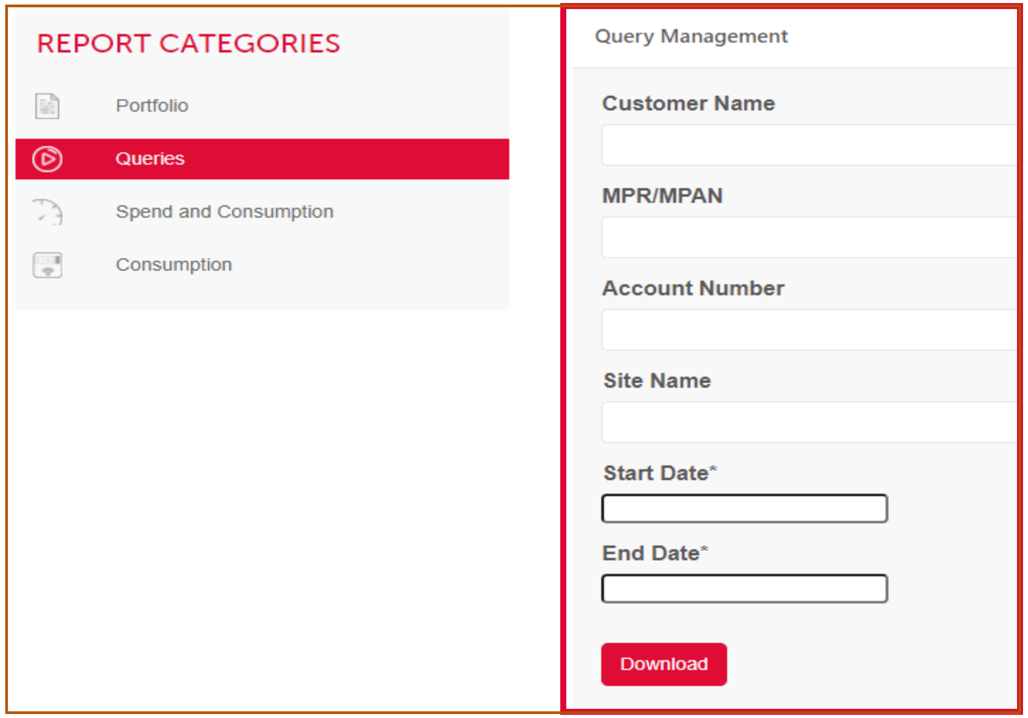


You will be able to select the report that you desire via the ‘**Report Categories’** displayed on the left.

Once you have selected the relevant report, you will be able to add **filters**. This will enable you to extract a more manageable data set inline with what you need. For example, you may only want to see the report for a specific customer or site and may also want to specify a timeframe.

To access your report, please select ‘**Download’.**

If you would like to run a full report against all the accounts that you are associated to, then please only select the start and end date fields and click ‘Download’.



5.3 The report types:

You have easy access to a variety of reports helping you better manage your data.

These include:

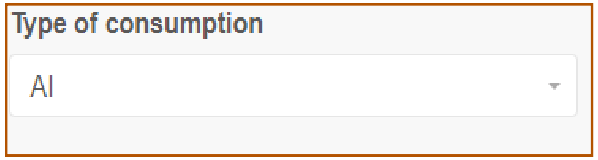
1) **Portfolio** – You will be able to view all the sites that are currently live with us that you are associated to, as well as a breakdown of your related accounts.

2) **Queries** – This will give you a view of all your queries so you can keep up to date with what you have outstanding and what has been resolved.

3) **Spend and consumption** – You can manage and compare your billing patterns which may give you a further understanding of your historic costs.

4) **Consumption** – Within this section you can run various consumption reports.

- **Gas AMR daily consumption** – This is a report that provides a view of what has been consumed each day within the period. It can be used to highlight the usage patterns of the meter and how you consume gas throughout the month.
- **Gas AMR within day consumption** – This report is based on the consumptions that have recorded throughout the day at half hourly intervals. It can be used to show at what times of the day consumption is at its highest or lowest.
- **Gas AMR monthly consumption** – This report display's the months gas consumption for the chosen meter based on the end of month read.
- **Electricity HH consumption** – This report is based on the consumptions that have recorded throughout the day at half hourly intervals. When filtering the consumption type, you select either RE/RI, AI or all. The AI data is the active import consumption that will be multiplied by the unit rate on your invoice.



5.4 Schedule a Report

If you regularly require a report, you can request that MyGateway delivers this to you based on a schedule and criteria of your choosing. For example, you could request that a report is provided for a specific customer on the first day of each month, including the previous 2 months worth of data.

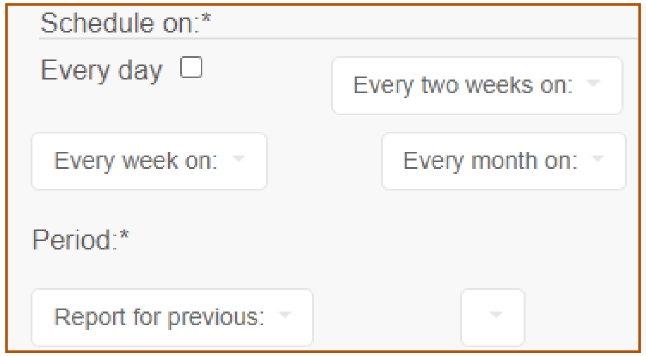
In order to do this, navigate to the '**Scheduled Reports**' tab.

You will be able to select the report that you desire via the '**Report Categories**'.

Once you have selected the relevant report, you will be able to set filters against that data set. Initially, you can select who the data within the report relates to i.e. a specific customer or an account number.

You can now set your frequency that your report will be delivered and the day you wish to receive it.

In addition, where relevant for the report you can select the period that reports relates to.

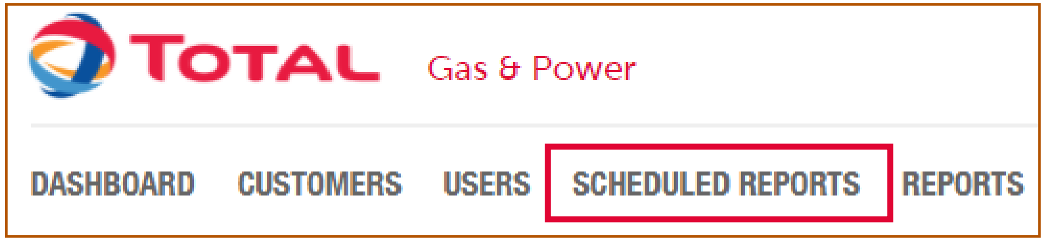


Tip: For selected reports you will be able to run a full report on against all the accounts you are associated to. To do this no search criteria should be entered in the Customer Name, MPR/MPAN, Account Number and Site Name fields.

5.5 Cancelling a Scheduled Report

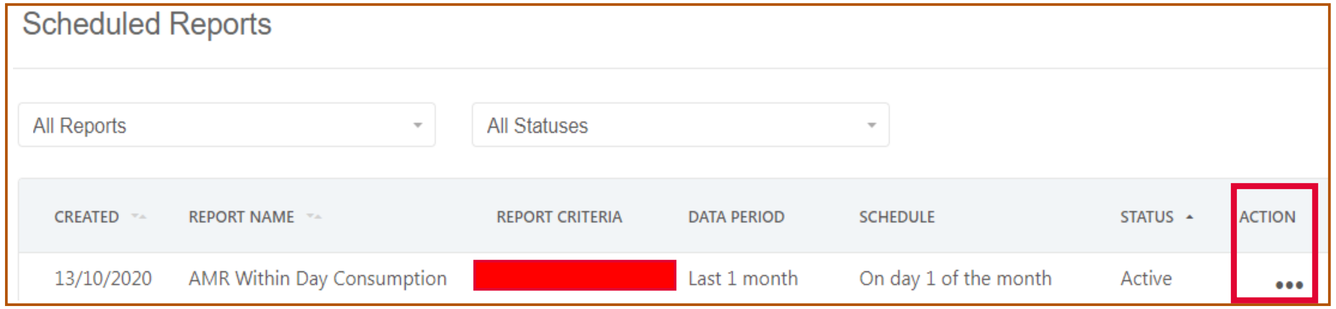
You may wish to cancel a previously set up scheduled delivery of a report. You can not amend a previously set up scheduled delivery, but must instead cancel it and set up a new schedule.

To cancel a scheduled report, you must select the ‘**Scheduled report’** tab.



As shown to the right, you will be able to view all of your report schedules.

If the report is no longer required, please select the 3 dots under the ‘**Action’** column that corresponds with the report that you no longer wish to receive and select ‘**Cancel a report**’.



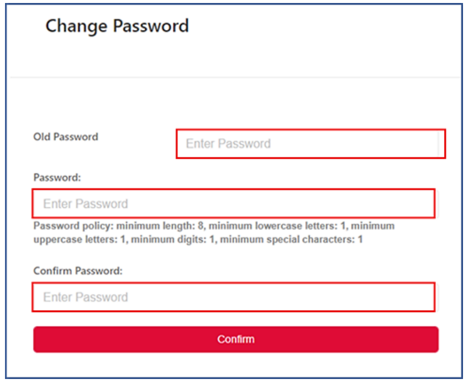
General

6.1 Resetting you Password

Changing your Password

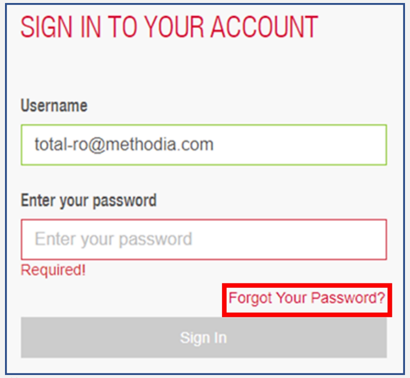
If you are already logged in and would like to change your password, then select the ‘**Change Password**’ tab in the top right corner, as shown below:

- Minimum Length: 8
- Minimum Lowercase Letters: 1
- Minimum Uppercase Letters: 1
- Minimum Digits: 1
- Minimum Special Characters: 1



6.2 Forgot your Password

If you have forgotten your Password and need to reset it, select the ‘**Forgot Your Password?’** option on the MyGateway login screen and complete the steps displayed.



“noreply@mygateway.totalenergies.com” containing a link to reset your password as well as further instructions on how to procced.

6.3 Disabling a User

If someone within your organisation should no longer have access to MyGateway, you may wish to disable their login.

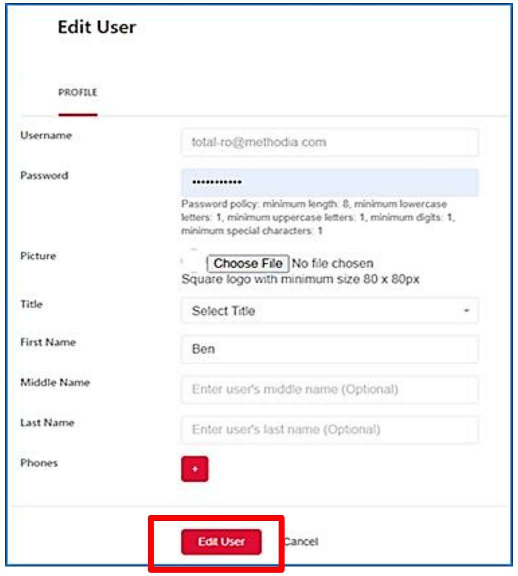
Only TotalEnergies administrators can disable a user. Please contact your dedicated account management team who will be able to carry out your request.

6.4 Edit your Profile

You can view and amend various personal details.

Click the ‘**Profile**’ tab in the top right corner.

Firstly, amend any necessary information, then click the ‘**Edit User**’ button at the bottom to save any changes and direct you back to the home page.



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6.5 Helpful Links

Within MyGateway you will be able to easily access helpful documents and links by navigating to the bottom of any page.

6.6 Important Information

Within this section you will be able to access various links such as:

1) Emergency Essentials - This provides you with guidance in case of a gas or electricity emergency. There are instructions of what to do and the number to call in the event of an emergency.

2) MyGateway Support – This includes a link to this user guide and an 'FAQ's' pack to help support your portal experience.

3) Payment information – This provides you with the payment details should you wish to make a payment.

6.7 Forms

The 3 documents that are listed below can be accessed from the homepage and submitted to TotalEnergies when required.

1) VAT form
2) DD form
3) CCL Supplier Certificate (PP11)

These documents can be attached to a query where required in MyGateway.

6.8 Siteworks (Gas)

If you are ready to make an application for any of our gas connection services, you can do so by completing the relevant form in full below and submitting via query:

1) Removal + Disconnections - This form enables you to request a disconnection or removal of a meter.

2) Other Requests Checks - This includes various sections in relation to any investigations or enhancement of meters.

3) Install Upgrades Relocations - This form enables you to request to have a larger meter or have your meter moved.

6.9 Siteworks (Electricity)

If you are ready to make an application for any of our electricity connection services on your site, you can do so by completing the relevant form in full below and submitting via query:

1) HH siteworks - This form is to be submitted when you would like to request half hourly siteworks.

2) NHH siteworks – This form is to be submitted when you would like to request non half hourly siteworks.

3) Electricity Siteworks FAQs – This includes a list of frequently asked questions to help you with your electricity siteworks application.

IMPORTANT INFO	FORMS	SITEWORKS (GAS)	SITEWORKS (ELECTRICITY)
Emergency Essentials	VAT Form	Removals + Disconnections	HH Siteworks
MyGateway Support	DD Form	Other Requests Checks	NHH Siteworks
Payment information	CCL Supplier Certificate (PP11)	Installs Upgrades Relocations	Electricity Siteworks FAQs

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Contact Us

Should you have any further questions, please visit our FAQ page (Click the link here) for additional support or raise a query against your chosen account. (See section 2.2 Create a query)

However, if you require more guidance, please contact your dedicated TotalEnergies servicing account management team.

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