

# Energy English

*For the Gas and Electricity  
Industries*



Paul Dummett



## How well can you use English in your work?

**Answer this short questionnaire and complete the test to see if Energy English is right for you.**

### 1. Which of the following things do you have to do in English?

- |  |   |
|--|---|
| <input type="checkbox"/> Present yourself and your company | <input type="checkbox"/> Socialise and make small talk    |
| <input type="checkbox"/> Write emails                      | <input type="checkbox"/> Follow training courses          |
| <input type="checkbox"/> Speak on the telephone            | <input type="checkbox"/> Negotiate                        |
| <input type="checkbox"/> Attend meetings                   | <input type="checkbox"/> Participate in phone conferences |

### 2. Which areas of the electricity and gas supply chain concern you?

- |   |  |
|---|--|
| <input type="checkbox"/> Gas exploration and production | <input type="checkbox"/> Electricity transmission/networks |
| <input type="checkbox"/> Energy generation              | <input type="checkbox"/> Electricity and gas distribution  |
| <input type="checkbox"/> Energy wholesale and trading   | <input type="checkbox"/> Energy retail (sales)             |
| <input type="checkbox"/> Gas transport and storage      | <input type="checkbox"/> Energy services                   |

### 3. Which of the following vocabulary areas interest you?

- |  |  |
|--|--|
| <input type="checkbox"/> Finance             | <input type="checkbox"/> Safety                    |
| <input type="checkbox"/> Human resources     | <input type="checkbox"/> Purchasing and accounting |
| <input type="checkbox"/> IT systems          | <input type="checkbox"/> Renewable energy          |
| <input type="checkbox"/> Sales and marketing | <input type="checkbox"/> Sustainable development   |

### 4. In which of the following areas do you most need to improve your English?

- |  |  |
|--|--|
| <input type="checkbox"/> Listening comprehension | <input type="checkbox"/> Reading       |
| <input type="checkbox"/> Spoken fluency          | <input type="checkbox"/> Writing       |
| <input type="checkbox"/> Grammatical accuracy    | <input type="checkbox"/> Pronunciation |

**If you ticked two or more boxes in each of the four categories, Energy English could be right for you. Look at the Table of Contents to see how Energy English is relevant to your needs.**

## VOCABULARY

### 1. Make NOUNS from the verb at the end of each sentence to fill the gaps.

- |  |           |
|--|-----------|
| 1 Our main job is _____ of the network.  | MAINTAIN  |
| 2 We have to ensure _____ with all statutory regulations.                      | COMPLY    |
| 3 _____ of low-level nuclear waste is not such a big issue.                    | DISPOSE   |
| 4 We provide industrial customers with detailed information about their _____. | CONSUME   |
| 5 The company's objective is to increase its business by steady organic _____. | GROW      |
| 6 We have to respond quickly to a power _____ that disrupts supply.            | FAIL      |
| 7 Our main business is energy _____.   | WHOLESALE |
| 8 When a senior manager retires, my job is to help find a _____.               | REPLACE   |
| 9 We will renegotiate the contract when it is due for _____.                   | RENEW     |
| 10 We help companies with the _____ of energy saving measures.                 | FUND      |

Score: \_\_\_\_ / 10

## VOCABULARY

### 2. Complete these definitions using one word in each space.

- |   |   |                       |
|---|---|-----------------------|
| 1 Increase in the planet's temperature                                | = | Global _____          |
| 2 CO <sub>2</sub> put into the atmosphere by transport and industry   | = | CO <sub>2</sub> _____ |
| 3 A machine used in the home for drying clothes                       | = | _____ dryer           |
| 4 A machine for heating water in the home                             | = | A gas _____           |
| 5 A company that is new to the market                                 | = | A new _____           |
| 6 The final consumer  | = | The _____ user        |
| 7 A plant that generates electricity by burning gas                   | = | A gas-_____ plant     |
| 8 Electricity lines suspended on pylons                               | = | _____ lines           |
| 9 The main components of the balance sheet                            | = | assets and _____      |
| 10 Computer programmes which calculate how much a customer has to pay | = | _____ software        |

Score: \_\_\_\_ / 10

## GRAMMAR

### 3. Choose the correct form of the verb to complete these sentences.

- The plant \_\_\_\_\_ (is / will be / will have been) decommissioned over the next four years.
- So far very few customers \_\_\_\_\_ (choose / have chosen / chose) to switch supplier.
- We \_\_\_\_\_ (have worked / have been working / worked) on upgrading the network in this area for the last six months.
- Nowadays companies generally \_\_\_\_\_ (obtain / are obtaining / will obtain) their gas from a variety of sources.
- At the moment we \_\_\_\_\_ (focus / are focusing / have been focusing) on reducing technical losses on the network.
- Last month we \_\_\_\_\_ (have launched / have been launching / launched) a new tariff for residential customers.
- By the time the new software \_\_\_\_\_ (is / will be / will have been) ready, it will already be out-of-date.
- We take every step possible so as \_\_\_\_\_ (not to / to not / to don't) have an accident.
- The price of energy \_\_\_\_\_ (likely will / is likely to / will likely) rise in the coming years.
- If we had reacted more quickly, we \_\_\_\_\_ (wouldn't have been / weren't / wouldn't be) in this situation now.

Score: \_\_\_\_ / 10

**COMMUNICATION****4. Choose the correct prepositions to complete the description.**

My official job title is Business Sales and Marketing Director. I am responsible \_\_\_(of / for / by) sales \_\_\_(to / for / at) large and medium-sized companies. I have 10 regional sales managers working \_\_\_(to / under / by) me. I used to be in charge \_\_\_(to / for / of) one of these regions myself, dealing directly \_\_\_(at / to / with) customers, but now I only look \_\_\_(for / after / at) four or five of our largest customers. My team comes \_\_\_(in / to / at) London once a quarter for a sales meeting and we discuss \_\_\_(about / of / past) sales results and what our strategy will be for the next quarter. We try to focus \_\_\_(with / on / by) keeping our existing customers loyal and increasing the volumes supplied to them. Last quarter we saw a small increase \_\_\_(of / by / in) sales.

Score: \_\_\_ / 10

**COMMUNICATION****5. Write one word in each space to complete these phrases.**

- 1 You want to start a meeting. You say:  
"OK if everyone is ready, I think we should \_\_\_\_\_ started."
- 2 You are short of time and want to cover all the points on the agenda. You say:  
"I'm afraid we're \_\_\_\_\_ out of time. Can we move on to the next point?"
- 3 You are not sure if you are in favour of a proposal or against it. You say:  
"I'm in two \_\_\_\_\_ about this proposal."
- 4 You want one of the participants to say what has happened since the last meeting. You say:  
"Sarah, could you just \_\_\_\_\_ us on progress since our last meeting?"
- 5 You want to ask your audience to interrupt if they don't understand something. You say:  
"Please \_\_\_\_\_ free to stop me if anything is not clear."
- 6 You want to explain how long your presentation will be. You say:  
"I'll speak for about 20 minutes and \_\_\_\_\_ 10 minutes at the end for questions."
- 7 You can't hear the person giving the presentation. You say:  
"Sorry, could you speak \_\_\_\_\_ a little. We can't hear you at the back."
- 8 The speaker has given you too much information to digest immediately. You say:  
"Sorry, that's quite a lot to \_\_\_\_\_ in all at once."
- 9 In an email you want to say that you will be happy when you receive a reply. You write:  
"I am looking forward to \_\_\_\_\_ from you."
- 10 At the end of an email you want to say thank you again to someone for helping you. You write:  
"\_\_\_\_\_ again, many thanks for your help."

Score: \_\_\_ / 10

Total: \_\_\_ / 50

**If you didn't do as well as you hoped in the test, why not try Energy English. It will help you perfect the English you need for your work.**

# Test Answers

## Exercise 1

- 1 maintenance
- 2 compliance
- 3 Disposal
- 4 consumption
- 5 growth
- 6 failure
- 7 wholesale
- 8 replacement
- 9 renewal
- 10 funding

## Exercise 2

- 1 warming
- 2 emissions
- 3 Tumble
- 4 boiler
- 5 entrant
- 6 end
- 7 fired
- 8 overhead
- 9 liabilities
- 10 billing

## Exercise 3

- 1 The plant (is / **will be** / will have been) decommissioned over the next four years.
- 2 So far very few customers (choose / **have chosen** / chose) to switch supplier.
- 3 We (have worked / **have been working** / worked) on upgrading the network in this area for the last six months.
- 4 Nowadays companies generally (**obtain** / are obtaining / will obtain) their gas from a variety of sources.
- 5 At the moment we (focus / **are focusing** / have been focusing) on reducing technical losses on the network.
- 6 Last month we (have launched / have been launching / **launched**) a new tariff for residential customers.
- 7 By the time the new software (**is** / will be / will have been) ready, it will already be out-of-date.

- 8 We take every step possible so as (**not to** / to not / to don't) have an accident.
- 9 The price of energy (likely will / **is likely to** / will likely) rise in the coming years.
- 10 If we had reacted more quickly, we (wouldn't have been / weren't / **wouldn't be**) in this situation now.

## Exercise 4

My official job title is Business Sales and Marketing Director. I am responsible (of / **for** / by) sales (to / for / **at**) large and medium-sized companies. I have 10 regional sales managers working (to / **under** / by) me. I used to be in charge (to / for / **of**) one of these regions myself, dealing directly (at / to / **with**) customers, but now I only look (for / **after** / at) four or five of our largest customers. My team comes (in / **to** / at) London once a quarter for a sales meeting and we discuss (about / of / **past**) sales results and what our strategy will be for the next quarter. We try to focus (with / **on** / in) keeping our existing customers loyal and increasing the volumes supplied to them. Last quarter we saw a small increase (of / by / **in**) sales.

## Exercise 5

- 1 get
- 2 running
- 3 minds
- 4 update
- 5 feel
- 6 leave
- 7 up
- 8 take
- 9 hearing
- 10 Once

# Contents

**Topic units build relevant vocabulary and contain listening, grammar, reading and pronunciation exercises.**

Unit	Topic and Vocabulary	Listening	Reading	Grammar
1	The gas & electricity supply chain	A company chairman describes the value chain for his company	---	The passive; superlatives
2	Organisation of the market	An industry analyst forecasts merger and acquisition activity in the sector	Big is beautiful – newspaper article about European energy market	Linking words
3	The different players	An energy retailer explains the demands of customers in different segments	Extract from OFGEM's (the UK regulator) mission statement	Must, mustn't, don't have to, should, shouldn't
4	Electricity generation	Interview with an energy company spokesperson about building of a new coal fired plant	---	Comparison of irregular adjectives
5	Nuclear Power	Industry analyst explains the economics of nuclear power generation	Newspaper report of nuclear incident	Qualifiers
6	Gas exploration and production	Interview with geologist about 'peak gas'	Series of newspaper extracts on EP activity; description of new project	Prepositions of place
7	Electricity transmission	Manager in transmission describes the role of an independent TSO	Extract from the UK Balancing and Settlement Code arrangements	Infinitive or -ing form
8	Gas transport and storage	Interview with gas transport manager about gas losses	Newspaper article about trends in the LNG market	Irregular verbs
9	Electricity and gas distribution	An engineer describes different jobs he has had in his career. A manager explains organisation of the network	Extract from a distribution company's customer charter	Negative infinitives
10	Energy pricing and billing	Telephone conversation between customer and call centre operator	Magazine article – 'smart meters' Understanding your electricity bill	Will, could and going to for prediction

11	Energy retail and CRM	Energy retail manager explaining policy on business development	---	Embedded questions
12	Energy in the home	Energy savings advisor describes top 5 energy efficiency measures	Example of energy saving offer from company brochure	If and when + present tense
13	Energy services	Industry analyst evaluates energy services business	---	Concession clauses – although, in spite of etc.
14	Trading and power markets	Energy group CEO explains the business of his company's trading division	Newspaper article – The Enron Legacy	Prepositions
15	Financial reporting and control	Three financial controllers describe the key financial issues for their companies	An energy group's financial summary	Much, many, a lot, a few, a little
16	Green issues	Journalist evaluates green energy tariff	---	Adverbs and adjectives Prepositions with statistics
17	Renewable energy	Journalist describes the merits of 4 different renewable energy sources	---	Expressions of purpose
18	Sustainable development	Spokesman for sustainable development foundation describes 3 independent projects	Extract from an energy company's sustainable development policy document	Present perfect versus past simple
19	Safety	Company safety officer explains his company's safety policy	Newspaper article account of a gas explosion	Past tenses for narrative
20	IT systems	Hardware manufacturer describes the computer hardware of the future	---	Time phrases with specific tenses
21	IT solutions	Interview between journalist and IT manager about cost of IT	Magazine article about new CRM IT solution	Determiners – each, every, all etc.
22	Support services 1 – Accounting and Purchasing	Purchasing manager describes tendering process	Magazine article on shared services	Relative pronouns – who, which, whose etc.
23	Support services 2 – Human Resources and Legal Affairs	HR director explains current priorities for her company	Legal report on the creation of Swissgrid	Conditional sentences
24	The future of the industry	Analyst speaks about the challenge of climate change	Analysing graphs	Bound to, likely to

# Communication Units – Contents

**Each communication unit contains: key phrases related to a communication task, a listening comprehension exercise, and controlled speaking practice.**

<b>Unit</b>	<b>Communication Focus</b>	<b>Communication Skills 1</b>	<b>Communication Skills 2</b>
1	Presenting yourself and your company	Describing your job	Introducing yourself
2	The art of listening	Showing interest	Dealing with things you don't understand
3	Socialising and small talk	Conversation starters	Short responses
4	Asking for and giving opinions in meetings	Asking for and giving opinions	
5	Formal meetings and seminars	Participating in meetings	Facilitating a seminar
6	Telephoning	Basic telephone responses	Taking messages
7	Hosting a conference call	Moderating a conference call	-----
8	Giving a presentations	Giving a presentation	-----
9	Explaining how things work	Describing form and function	Describing how it works
10	Following instructions and training	Checking instructions	Following a training course
11	Writing emails	Formal and informal styles	Common expressions in writing
12	Negotiating	Asking preliminary questions	Negotiating