



**ELECTRICITY NORTH WEST
MISCELLANEOUS SERVICES STATEMENT
EFFECTIVE FROM: 1 APRIL 2017**

304 Bridgewater Place
Birchwood Park
Warrington
Cheshire
WA3 6XG
Registered No. 2366949 (England)

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1. Introduction

- 1.1. This statement details our transactional based charges which are for activities that support the competitive supply market and will be billed by us on an individual basis for any service requested.
- 1.2. Transactional charges apply to the following activities:
 - Energisation, de-energisation, re-energisation services and abortive visits;
 - Disconnection of a site;
 - Revenue protection services;
 - Radio tele-switching services; and,
 - Services Ancillary to Use of System.
- 1.3. All charges contained in this statement are exclusive of VAT which will be levied at the applicable rate.

2. Charges for Energisation, De-energisation, Re-energisation and Abortive Visits

2.1. The way in which some ancillary services are provided will depend upon site-specific requirements and/or instructions received.

Visit to Energise/Re-energise/De-energise Supply

2.2. Other than the first energisation of a new supply, a charge will be made for each visit to premises on request to energise/re-energise/de-energise a supply by insertion/removal of fuses where whole-current metering is fitted.

2.3. Charges for these services are shown in the tables below. This charge is applicable even when the visit to fulfill the request does not result in energisation/re-energisation/de-energisation.

2.4. Where the visit is to a larger business site or is otherwise exceptional, then individually assessed charges will be quoted. This will also be the case where the energisation/re-energisation/de-energisation is performed by means other than the insertion/withdrawal of fuses.

2.5. Where Electricity North West is unable to complete the visit for the following reasons, an abortive visit charge will be applied:

- Organised visits cancelled with less than 24 hours notice
- Insufficient information being provided
- Access being unavailable
- A failed appointment

Type of activity	During normal working hours	Outside normal working hours
<ul style="list-style-type: none"> Charges to Energise, De-energise or Re-energise (Whole Current Meter Only) by insertion or withdrawal of fuses 	£60.00	£217.00
<ul style="list-style-type: none"> Charges for Abortive Visits 	£41.00	£207.00
Charges for: <ul style="list-style-type: none"> A larger business site; and/or, Visit involves actions other than insertion or withdrawal of fuses; and/or, Visit is otherwise exceptional. 	Individually Quoted	

Faults with Metering Equipment

2.6. Electricity North West will not provide customer visits where the meter or ancillary metering equipment is deemed to be faulty. If Electricity North West visit the customer and subsequently find that the meter or ancillary metering equipment is faulty then the following charges will apply.

Type of activity	During normal working hours	Outside normal working hours
<ul style="list-style-type: none"> Work to any ancillary metering equipment Isolate or de-energise metering equipment, where it has overheated or if any cables are past their useful life and may no longer be safe Investigate and correct cross polarity on metering equipment Replace a faulty double pole isolating switch 	£106.00	£144.00

Charges for Service Termination Activities

2.7. Where Electricity North West is notified of a defect, whether this is a Category A Situation or a Category B Situation we will arrange an appointment to rectify the issue within the timescales set in DCUSA.

Electricity North West will normally rectify the defect free of charge unless one (or more) of the following criteria apply:

- We are requested to carry out the work outside of normal working hours and it is not an emergency situation
- A defect has been reported and no fault is found on our network equipment
- A defect has been reported under the wrong category
- A defect is within six months of a meter change or installation and, in our reasonable opinion, was caused by the change or installation
- Replacement of cut-out is requested and it is not in an unsafe condition and can be operated by suitably trained and equipped personnel
- In the case of Category C notifications, the customer is led by the actions of a supplier or its appointed agent to expect replacement of cut-out and it is not in an unsafe condition and can be operated by suitably trained and equipped personnel

Charges are shown in the table below and will be levied on the registered supplier of the MPAN at the time of the request.

Type of Activity	During normal working hours	Outside normal working hours
Charge for attendance outside of normal working hours for the correction of non-emergency defects		£144.00
No defect found	£106.00	£144.00
Defect reported under the wrong category	£106.00	£144.00
Attendance to a defect caused by the change or installation of metering equipment	£106.00	£144.00
Replacement of a single-phase service cut-out which is not in an unsafe condition		Individually Assessed
Replacement of a multi-phase service cut-out which is not in an unsafe condition		

Normal Operating Hours

Operating hours for Customer visits	
Normal hours of operation are from:	07:00 to 19:00 Monday - Friday
	09:00 to 17:00 Weekends

3. Disconnection of Site

Visit to disconnect a supply
Where a party requests the disconnection of a site, then individually assessed charges will be quoted.

4. Revenue Protection Services

- 4.1. The way in which some Revenue Protection Services (RPS) are provided will depend on site-specific requirements and/or Supplier instructions.
- 4.2. Where Electricity North West is required to fit a meter, the requesting Supplier will provide Electricity North West with the appropriate meter. If Electricity North West needs to fit a meter where one has not been supplied, then Electricity North West will fit a meter if it has a suitable meter available and charge the Supplier for the meter.
- 4.3. Electricity North West will only fit meters during normal working hours. If a request is received to replace a meter outside normal working hours we will offer to remove the existing meter and replace during normal working hours at a later date. We will follow the Suppliers guidance or Code of Practice in these circumstances.
- 4.4. Where Electricity North West needs to de-energise a site for safety reasons which have been caused due to meter tampering or theft, the Supplier will be charged for the de-energisation at the rate specified in the table below.
- 4.5. An Interference Administration Charge will be payable, where substantial evidence of meter interference or damage to an installation is found, which leads to action being taken. In the event of a visit being requested where no evidence of interference or damage is found a Non-Interference Administration Charge will be payable.

Interference Administration Charge:	£143.00
Non-interference Administration Charge:	£92.00

The charges in the table below apply where access is gained to undertake the activity. Where Electricity North West is unable to gain access, a charge of **£60.00** per visit will apply.

Type of activity	During normal working hours	Outside normal working hours
Remove/Replace damaged prepayment or credit meter (Labour Only):	£75.00	£207.00
Remove/Replace damaged polyphase credit meter (Labour Only):	£92.00	£256.00
Replace damaged time/teleswitch:	£118.00	£256.00
Replace damaged contactor:	£108.00	£256.00
Revenue protection visit for the following reasons: <ul style="list-style-type: none"> • At Suppliers request • De-energise by withdrawal of fuses • Delivery of new keys following change of locks • Replace damaged seals on terminal cover or cut-out • Replace damaged meter tails • Fit additional security devices • Fit isolator switch • Re-energisation by insertion of fuses after RPS de-energisation. 	£60.00*	£217.00*
Revenue Protection visit for Emergency “making safe” (The service provided will be to solely remove the fuse and make the installation safe. It will only be undertaken for a Supplier that uses an alternative Revenue Protection Service provider)	£119.00	£217.00
Obtain a rights of entry warrant:	£80.00	n/a
Provision of locksmith on warrant visit:	£60.00	Individually Quoted
Change of lock (standard):	£113.00	Individually Quoted
Provide witnesses for any court proceedings:	No charge	

Type of activity	During normal working hours	Outside normal working hours
Police statement:	£45.00	Individually Quoted
Additional time on site visit (hourly rate) during normal working hours (Rate applies after the first hour on site):	£60.00	n/a
Provision of duplicate file	£60.00	n/a
<p>The following services will be provided based on an individually quoted price:</p> <ul style="list-style-type: none"> • Change of lock (non-standard) • Complex de-energisations (other than withdrawal of fuses) • Replace damaged cut-out 	Individually Quoted	

* Where the visit is classified as a Category A (urgent) job an additional £50 short notice charge will apply.

Operating hours for Customer visits	
Normal hours of operation are from:	08:00 to 17:00 Monday – Friday
Out of hours of operation are from:	07:00 to 08.00 & 17:00 – 23:00 Monday – Friday; and 07:00 – 23:00 Saturday
Visits at any other time, including Sundays and Bank Holidays, may be provided on request, and will be individually quoted.	

Application of Revenue Protection Charges

4.6. Revenue Protection charges apply for each individual job undertaken. Where more than one job is completed in one site visit a separate charge for each job will apply. An example bill is shown below for 1 visit (Note: additional charges such as the administration fee may apply):

	In Hours Charge	Out of Hours Charge
Visit at Suppliers Request	£60	£217
Fit additional security devices	£60	£217
Fit isolator switch	£60	£217
Total	£180	£651

De-energisation Inspection Visit

4.7. For each visit during normal working hours to a metering point address as a result of our de-energisation inspection process, where the supply is found to be legally energised and the electricity supplier has recorded a current status of 'de-energised' with the Metering Point Administration Service (MPAS), a charge of **£60.00** will be levied.

4.8. After each visit we will advise the appropriate electricity supplier where we believe the energisation status is incorrectly recorded. We would then expect the electricity supplier to conduct their own investigation into the status and, if appropriate, to correct that status.

4.9. If we re-visit the premises, normally at least six months later, and it is still recorded as de-energised and, as a result of this second (or subsequent) visit, we believe it to be energised, then we will make a further charge of **£60.00** to the electricity supplier for the second and any subsequent visit thereafter. In addition we reserve the right to charge interest which will be calculated based on the value of the electricity distribution use of system charge that would have applied from the date of the previous visit if the correct energisation status had been used. This charge will be based on the meter readings from the site or where the meter readings are not available, based on the Estimated Annual Consumption.

Theft in Conveyance

4.10. Where Electricity North West identifies a Relevant Theft of Electricity, we will recover the value of electricity taken plus any of its costs associated with:

- (a) the disconnection of the premises;
- (b) making good any damage to the licensee's Distribution System;
- (c) the investigation of the particular case; and,
- (d) pursuing any action in the particular case to recover any sums that may be due.

5. Radio Tele-switching Services

5.1. Electricity North West may provide radio tele-switching services to those wishing to sponsor group codes. The charges for these services will be fixed by agreement in each case and will reflect the level of complexity of the proposed arrangements.

5.2. The table below shows the meter types that are subject to an additional charge for the radio tele-switch service and the associated charge.

Type of meter	Pence per MPAN per day	Indicative annual cost
Radio-teleswitched and not a sponsored group code provided by Electricity North West	0.28	£1.02
All other meters	No charge	

6. Services Ancillary to Use of System

6.1. Transactional charges for other services ancillary to DUoS will be individually quoted.

7. Glossary

Term	Definition
Category A Situation	means a situation in which the Company's Electric Lines or Electrical Plant does (or is likely to) pose a danger, including danger of death of or injury to persons and/or danger of damage to or destruction of property.
Category B Situation	means a situation in which the condition of the Company's Electric Lines or Electrical Plant prevents metering work from being carried out or prevents a meter from being exchanged but where the situation is not a Category A Situation.
Category C Situation	means an issue with the Company's Electric Lines or Electrical Plant that is neither a Category A Situation nor a Category B Situation.
DCUSA	Distribution Connection and Use of System Agreement
Distribution Use of System (DUoS)	Charges for demand and generation customers which are connected to and utilising the distribution network.
Relevant Theft of Electricity	<p>means the abstraction of electricity in circumstances where:</p> <p>(a) any person takes a supply of electricity that is in the course of being conveyed by the licensee; or</p> <p>(b) any person at premises at which a connection has been restored in contravention of paragraph 5(1) of Schedule 6 to the Act takes a supply of electricity that has been conveyed to those premises by the licensee, and the supply is taken otherwise than in pursuance of:</p> <p>(i) a contract made with an Electricity Supplier, or</p> <p>(ii) a contract deemed to have been made with an Electricity Supplier by virtue of paragraph 3 of Schedule 6 to the Act or paragraph 23 of Schedule 7 to the Utilities Act 2000; or</p> <p>(c) any person takes a supply of electricity at premises which have never been registered with an Electricity Supplier.</p>