



# **ELECTRICITY NORTH WEST**

## **MISCELLANEOUS SERVICES STATEMENT**

**EFFECTIVE FROM 1 OCTOBER 2011**

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Registered No. 2366949 (England)

# Contents

1.	Introduction .....	3
2.	Charges for Energisation, De-energisation and Re-energisation .....	4
3.	Disconnection of Site.....	5
4.	Revenue Protection Services .....	6
5.	Urgent Metering Services .....	9
6.	Radio Tele-switching Services .....	11
7.	Services Ancillary to Use of System .....	11
8.	Glossary .....	12

# 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 and re-energisation services;
- Disconnection of a site;
- Revenue protection services;
- Urgent metering services;
- Radio tele-switching services; and
- Services Ancillary to Use of System.

## 2. Charges for Energisation, De-energisation and Re-energisation

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 fulfil 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.

<b>Charges to Energise, De-energise or Re-energise by insertion or withdrawal of fuses will be levied for:</b>	
<b>Visits to site during normal working hours:</b>	£49.00 per visit.
<b>Visits to site at any other time, including Bank Holidays:</b>	£182.00 per visit

<b>Other circumstances:</b>	
<b>A larger business site; and/or</b>	All charges will be individually quoted
<b>Visit involves actions other than insertion or withdrawal of fuses; and or</b>	
<b>Visit is otherwise exceptional.</b>	

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 <b>individually assessed charges</b> 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. An administration charge will be payable, where substantial evidence of meter interference or damage to an installation is found, which leads to action being taken.

<b>Interference Charge:</b>	<b>Administration</b>	£182.00
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The following charges apply where access is gained to undertake the activity on a first visit basis. Should any additional visits be required, a charge of **£22.00** per visit will apply.

Type of activity	During normal working hours	Outside normal working hours
<b>Replace damaged prepayment meter with another:</b>	£136.00	£256.00
<b>Labour Only:</b>	£57.00	£177.00
<b>Replace damaged time/teleswitch:</b>	£98.00	£220.00
<b>Replace damaged credit meter with prepayment meter:</b>	£69.00	£191.00
<b>Replace damaged single phase credit meter with like for like credit meter:</b>	£69.00	£191.00
<b>Replace damaged polyphase credit meter with like for like credit meter:</b>	£171.00	£251.00
<b>Replace damaged contactor:</b>	£112.00	£240.00
<b>Replace damaged:</b>		
<b>a) cut-out:</b>	Individually quoted	
<b>b) meter board:</b>	Individually quoted	
<b>c) seals on terminal cover or cut-out:</b>	£43.00	£176.00

<b>d) meter tails:</b>	£44.00	£177.00
<b>Fit additional security devices:</b>	£63.00	£185.00
<b>Fit isolator switch:</b>	£51.00	£184.00
<b>De-energise by withdrawal of fuses:</b>	£43.00	£176.00
<b>For more complex De-energisations:</b>	Individually quoted	
<b>Re-energisation after RPS De-energisation:</b>	£54.00	£185.00
<b>This activity is following withdrawal of fuse only. Any other method will need to be individually quoted.</b>		
<b>Revisit De-energised supply:</b>	£43.00	£175.00
<b>Excluding first visit within 14 days, which is provided as part of the standard service.</b>		
<b>Revenue protection visit at Suppliers request:</b>	£43.00	£175.00
<b>Obtain a rights of entry warrant:</b>	£45.00	£187.00
<b>Provision of locksmith on warrant visit:</b>	£57.00	Individually Quoted
<b>Change of lock (standard):</b>	£129.00	Individually Quoted
<b>Change of lock (non-standard):</b>	Individually Quoted	
<b>Delivery of new keys following change of locks:</b>	£43.00	£175.00
<b>Provide witnesses for any court proceedings:</b>	No charge	
<b>Police statement:</b>	£21.00	Individually Quoted
<b>Additional time on site visit (hourly rate) during normal working hours:</b>	£43.00	

<b>Operating hours for Customer visits</b>	
<b>Normal hours of operation are from</b>	08:30 to 17:30 Monday – Friday
<b>Out of hours of operation are from</b>	07:00 to 08.30 & 17:30 – 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.	

## 5. Urgent Metering Services

- 5.1. This schedule of charges shall be applied where any urgent metering services activities are undertaken by Electricity North West Limited.
- 5.2. Unless a bilateral agreement is in place between both parties Electricity North West Limited will not provide customer visits where the meter is deemed to be faulty. If Electricity North West Limited visit the customer and subsequently find that the meter is faulty then the published charges will apply where applicable.
- 5.3. Electricity North West Limited shall replace faulty or damaged metering equipment with equipment having the same functionality, wherever possible.

<b>A transaction charge will be payable by the Supplier to cover the meter provision and field services costs, during normal hours of operation, where the visit is to:</b>	
<b>Single Phase Metering Systems:</b>	
<b>Credit</b>	£70.00
<b>Smartcard</b>	£137.00
<b>Contactors</b>	£120.00
<b>Time/teleswitch</b>	£99.00
<b>Poly-Phase Metering Systems:</b>	
<b>Direct Connected meters</b>	£174.00
<b>CT-Connected metering systems</b>	Individually quoted

<b>Visit to site to Energise, De-energise, Re-energise</b>	
A transaction charge of <b>£49.00</b> will be payable by the Supplier in respect of each visit to site, during normal hours of operation, to:	
<ul style="list-style-type: none"> <li>remake loose connections on outgoing terminals of cut-out, meter or teleswitch/timeswitch terminals;</li> </ul>	

- 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; and
- where the Metering Point has been De-Energised , carry out Re-energisation works.

**Call-out to prepayment meter customer**

A transaction charge of **£49.00** will be payable by the Supplier or in respect of each visit to the premises of a prepayment meter customer, during normal hours of operation, to:

- rectify or provide emergency credit to a prepayment meter.

**Investigate and correct cross polarity on metering equipment and repair or replace timing devices**

A charge of **£55.00** will be payable by the Supplier for each visit to a premises requiring the above stated works, during normal hours of operation, plus an additional fee of **£44.00** should a device be replaced.

**Replace a faulty double pole isolating switch**

A transaction charge of **£62.00** will be payable by the Supplier for each visit to a premises requiring the above stated works, during normal hours of operation.

**Operating Hours for distributor Customer visits**

<b>Normal hours of operation are from</b>	07:00 to 19:00 Monday - Friday
	09:00 to 17:00 Weekends

Visits at any other time, including Bank Holidays, will be charged at **£182.00** per visit.

## **6. Radio Tele-switching Services**

- 6.1. Electricity North West Limited 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.

## **7. Services Ancillary to Use of System**

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

## 8. Glossary

<b>Term</b>	<b>Definition</b>
<b>Distribution Use of System (DUoS)</b>	Charges for demand and generation customers which are connected to and utilising the distribution network.
<b>DCUSA</b>	Users seeking to use the distribution system will be required to be a party to and comply with the DCUSA in accordance with their licence.
<b>MPAS</b>	Metering Point Administration Service means the service established, maintained and operated, or procured as the case may be, by each Distribution Business pursuant to Condition 18 of the Electricity Distribution Licence.
<b>User</b>	Is a supplier, generator or distribution network operator.

## Version Control

Version	Date	Details	Author
1	19 Feb. '08	Final publication for 1 <sup>st</sup> Apr. '08	F P Welsh
2	9 Dec '08	Indicative for 1 April '09	A Sherry
3	13 Feb '09	Final for 1 April '09	A Sherry
4	7 Dec '09	Indicative for 1 April 2010 following the industry review for a common statement	A Sherry
5	28 Jan '10	Final for 1 April 2010 following the industry review for a common statement	A Sherry
6	10 Mar '10	Final for 1 April 2010 following an industry amendment to Section 7	A Sherry
7	20 Jul '10	Final for 1 April 2010 Rebranding of Electricity North West	P Hughes
8	9 Nov '10	Input indicative prices for Apr-11	A Sherry
9	03 Feb 2011	Final Charges from 01 April 2011	R Garner
10	11 Aug 2011	Insertion of new paragraph 5.2.	A Pace