



**ELECTRICITY NORTH WEST
MISCELLANEOUS SERVICES STATEMENT
EFFECTIVE FROM: 1 APRIL 2014**

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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.

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 	£58.00	£212.00
<ul style="list-style-type: none"> Charges for Abortive Visits 	£40.00	£202.00
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 Limited 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; and Investigate and correct cross polarity on metering equipment and repair or replace timing devices* Replace a faulty double pole isolating switch 	£65.00	£202.00

* *An additional fee of £46.00 will be charged should a device need to be replaced (subject to availability)*

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. 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.
- 4.4. 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.

Interference Administration Charge:	£140.00
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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 **£40.00** per visit will apply.

Type of activity	During normal working hours	Outside normal working hours
Replace damaged prepayment or credit meter (Labour Only):	£73.00	£202.00
Replace damaged polyphase credit meter (Labour Only):	£90.00	£250.00
Replace damaged time/teleswitch:	£115.00	£250.00
Replace damaged contactor:	£105.00	£250.00

Revenue protection visit for the following reasons: <ul style="list-style-type: none"> • At Suppliers request • De-energise by withdrawal of fuses • To revisit a de-energised supply (excluding first visit within 14 days, which is provided as part of the standard service) • 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. 	£58.00*	£212.00*
Obtain a rights of entry warrant:	£56.00	n/a
Provision of locksmith on warrant visit:	£50.00	Individually Quoted
Change of lock (standard):	£110.00	Individually Quoted
Provide witnesses for any court proceedings:	No charge	
Police statement:	£26.00	Individually Quoted
Additional time on site visit (hourly rate) during normal working hours (Rate applies after the first hour on site):	£56.00	n/a
The following services will be provided based on a individually quoted price: <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:	08:30 to 17:30 Monday – Friday
Out of hours of operation are from:	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.	

Application of Revenue Protection Charges

4.5. 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	£58	£212
Fit additional security devices	£58	£212
Fit isolator switch	£58	£212
Total	£174	£636

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.

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
Distribution Use of System (DUoS)	Charges for demand and generation customers which are connected to and utilising the distribution network.