



## **STATEMENT OF CHARGES FOR MISCELLANEOUS SERVICES OFFERED BY ELECTRICITY NORTH WEST LIMITED**

This statement is effective from 1st April 2009

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# 1. Introduction

- 1.1 This statement has been produced by Electricity North West to inform Suppliers, Generators and Licensed Distribution Network Operators (LDNO) of our transactional based charges. These charges are for activities that support the competitive supply and distribution markets and will be billed by us on an individual basis for any service requested.

<b>Transactional based charges apply to the following activities</b>
Energisation, De-energisation and Re-energisation Services
Revenue Protection Services
Urgent Metering Services
Radio Teleswitching Services

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

2.1 A charge will be payable by the Supplier or LDNO in respect of each visit to site by Electricity North West's agent United Utilities Electricity Services to Energise, De-energise or Re-energise by insertion or withdrawal of fuses.

<b>Charges to Energise, De-energise or Re-energise by insertion or withdrawal of fuses will be levied for:</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>

<b>Other circumstances:</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	
Visit is otherwise exceptional	

<b>Visit to Disconnect</b>
Where a party requests the disconnection of a site, then <b>individually assessed charges</b> will be quoted.

<b>Operating hours for Customer Visits</b>	
Normal hours of operation are from	07:00 to 19:00 Monday – Friday
	09:00 to 17:00 Weekends

### 3. Charges for Revenue Protection Services

3.1 The way in which some Revenue Protection Services (RPS) are provided will depend on site-specific requirements and/or Supplier or Independent Distribution Network Operator (IDNO) instructions.

3.2 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.

Interference administration charge:	£155.00
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3.3 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
Replace damaged prepayment meter with another:	£133.00	£255.00
Replace damaged time/teleswitch:	£98.00	£220.00
Replace damaged credit meter with prepayment meter:	£69.00	£191.00
Replace damaged single phase credit meter with like for like credit meter:	£69.00	£191.00
Replace damaged polyphase credit meter with like for like credit meter:	£171.00	£251.00
Replace damaged contactor:	£86.00	£208.00
Replace damaged:		
a) cut-out:	Individually quoted	
b) meter board:	Individually quoted	
c) seals on terminal cover or cut-out:	£43.00	£176.00
d) meter tails:	£44.00	£177.00
Fit additional security devices:	£63.00	£185.00
Fit isolator switch:	£51.00	£184.00
De-energise by withdrawal of fuses:	£43.00	£176.00
For more complex De-energisations:	Individually quoted	
Re-energisation after RPS De-energisation:	£50.00	£182.00

This activity is following withdrawal of fuse only. Any other method will need to be individually quoted.		
Revisit De-energised supply:	£43.00	£175.00
Excluding first visit within 14 days, which is provided as part of the standard service.		
Revenue protection visit at Suppliers request:	£43.00	£175.00
Obtain a rights of entry warrant:	£40.00	£187.00
Provision of locksmith on warrant visit:	£57.00	Individually Quoted
Change of lock (standard):	£114.00	Individually Quoted
Change of lock (non-standard):	Individually Quoted	
Delivery of new keys following change of locks:	£43.00	£175.00
Provide witnesses for any court proceedings:	No charge	
Police statement:	£21.00	Individually Quoted
Additional time on site visit (hourly rate) during normal working hours:	£43.00	

<b>Operating hours for Customer visits</b>	
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.	

## 4. Charges for Urgent Metering Services

- 4.1 This schedule of charges shall be applied where any urgent metering services activities is undertaken by Electricity North West's agent United Utilities Electricity Services.
- 4.2 United Utilities Electricity Services 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 or IDNO 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>	
Credit	£70.00
Smartcard	£134.00
Contactors	£87.00
Time/teleswitch	£99.00
<b>Poly-Phase Metering Systems:</b>	
Direct Connected meters	£174.00
CT-Connected metering systems	Individually quoted

### Visit to site to Energise, De-energise, Re-energise

A transaction charge of **£49.00** will be payable by the Supplier or IDNO in respect of each visit to site, during normal hours of operation, to:

- remake loose connections on outgoing terminals of cut-out, meter or teleswitch/timeswitch terminals;
- 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 IDNO 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 or IDNO 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 or IDNO for each visit to a premises requiring the above stated works, during normal hours of operation.

### Operating Hours for distributor Customer visits

Normal hours of operation are from	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.

## **5. Radio Teleswitching Services**

- 5.1 Electricity North West may provide Radio Teleswitching Services to those who wish to sponsor group codes. The charges for these services will be fixed by agreement in each case and will reflect the level of complexity in the proposed arrangements

## 6. Glossary of terms

6.1 The following definitions are included to aid understanding.

Balancing and Settlement Code or BSC	Balancing and Settlements Code, including all Party Service Lines and BSC Procedures (as therein defined) made under it, established pursuant to the GB System Operator Licence.
Connected Installation	A Customer Installation, a Generator Installation or a User Installation (as the case may be).
CMRS	The Central Meter Registration Service as defined in the Balancing and Settlement Code.
Customer	A person to whom a User proposes to supply, or for the time being supplies, electricity through an Exit Point, or from whom a User, or any Relevant Exempt Supplier, is entitled to recover charges, compensation or an account of profits in respect of electricity supplied through an Exit Point.
Customer Installation	Any structures, equipment, lines, appliances or devices used or to be used by a Customer and connected or to be connected directly or indirectly to the Distribution System.
Data Aggregator	Has the meaning given to that term in the Balancing and Settlement Code.
De-energisation	Means, in relation to any Metering Point or Metering System, deliberately to prevent the flow of electricity: (a) in the case of an Exit Point, from the Distribution System through the relevant Exit Point (or, in the case of an Unmetered Supply, any one or more of the relevant Exit Points) to; and/or (b) in the case of an Entry Point, via the Distribution System through the relevant Entry Point (or, in the case of an Unmetered Supply, any one or more of the relevant Entry Points) from, a Connected Installation, for any purpose other than a System Outage (and <b>De-energised</b> shall be construed accordingly).
De-energisation Works	Means the movement of any switch, the removal of any fuse or meter, or the taking of any other step to De-energise a Metering Point or Metering System.
Distribution Licence	The Electricity Distribution Licence granted, or treated as granted to Electricity North West Limited, pursuant to section 6(1) of the Act.
Distribution System	Electricity North West's distribution system (such system having the same meaning as is given to that term in Electricity North West's Distribution Licence).
Elxon	The Balancing and Settlements Company.
Energise	Means, in relation to any Metering Point or Metering System, deliberately to allow the flow of electricity: (a) in the case of an Exit Point, from the Distribution System through the relevant Exit Point (or, in the case of an Unmetered Supply, any one or more of the relevant Exit Points) to; and/or (b) in the case of an Entry Point, via the Distribution System through the relevant Entry Point (or, in the case of an Unmetered Supply, one or more of the relevant Entry Points) from, a Connected Installation, where such a flow of electricity has never previously existed (and <b>Energised</b> shall be construed accordingly).
Entry Point	A Boundary Point at which electricity is exported onto a Distribution System from a Connected Installation or from another distribution system not forming part of the Total System (Boundary Point and Total System having the meaning given to those terms in the BSC).

Exit Point	A Boundary Point at which electricity is imported from a Distribution System to a Connected Installation or to another distribution system not forming part of the Total System (Boundary Point and Total System having the meaning given to those terms in the BSC).
GB System Operator	The holder, from time to time, of the GB System Operator Licence.
GB System Operator Licence	A transmission licence granted, or treated as granted, pursuant to Section 6(1)(b) of the Act and in which section C of the standard transmission licence conditions applies.
Generator	A person from whom a User purchases, or proposes to purchase, electricity, at an Entry Point (who may from time to time be supplied with electricity as a Customer of that User (or another electricity Supplier) through an Exit Point).
Generator Installation	Any structure, equipment, lines, appliances or devices used or to be used by a Generator and connected or to be connected directly or indirectly to a Distribution System.
Master Registration Agreement or MRA	The Master Registration Agreement established pursuant to the Distribution Licences of the DNO Parties.
MPAN	Meter Point Administration Number
Metering Point	The point, determined according to the principles and guidance given at Schedule 9 of the Master Registration Agreement, at which a supply to (export) or from (import) a Distribution System: (a) is or is intended to be measured; or (b) where metering equipment has been removed, was or was intended to be measured; or (c) in the case of an Unmetered Supply under the Unmetered Supplies Procedure, is deemed to be measured, where in each case such measurement is for the purposes of ascertaining the User's liabilities under the Balancing and Settlement Code.
Metering System	A metering system registered in CMRS in accordance with the provisions of the BSC, and relating to an Entry Point or an Exit Point.
Re-energise	Means, in relation to any Metering Point or Metering System, deliberately to allow the flow of electricity: (a) in the case of an Exit Point, from the Distribution System through the relevant Exit Point (or, in the case of an Unmetered Supply, any one or more of the relevant Exit Points) to; and/or (b) in the case of an Entry Point, to the Distribution System through the relevant Entry Point (or, in the case of an Unmetered supply, any one or more of the relevant Entry Points) from, a Connected Installation, where such flow of electricity was previously prevented by De-energisation Works (and <b>Re-energised</b> shall be construed accordingly).
Supplier	The company from whom you purchase electricity, or to whom you sell the exported electricity from your generation.
Supply Number	Has the meaning given to that term in the Master Registration Agreement.
System Outage	Means, in relation to a Distribution System, a planned or unplanned interruption to the flow of electricity through the whole or part of that Distribution System implemented by or on behalf of the relevant for safety or system security reasons or to enable that Company to inspect or effect alterations, maintenance, repairs or additions to any part of that Distribution System.
Unmetered Supply	A supply of electricity the quantity of which Electricity North West, through the issue of a relevant Unmetered Supplies Certificate, has authorised not to be measured by physical metering equipment.

Unmetered Supplies Certificate	A certificate issued by Electricity North West (in its sole discretion) to a Customer in accordance with the Unmetered Supplies Procedure which states (amongst other things) the supply numbers of the metering points by reference to which we have authorised the Customer to receive Unmetered Supplies.
Unmetered Supplies Procedure	Section S of the Balancing and Settlement Code and BSC Procedure BSCP 520 established under the Balancing and Settlement Code and any replacement or substitute BSC Procedure from time to time in force.
User Installation	Any structures, equipment, lines, appliances or devices used or to be used by a User and connected or to be connected directly or indirectly to the Distribution System at any Exit Point or Entry Point in relation to which that User is registered.

## 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