

# Energy Supply Additional Charges


Domestic Customers – March 2017


bringing energy to life





# Additional charges

 Electricity related	Price inc VAT
Meter accuracy test	£92.17
Install (and remove) check meter	£92.17
Meter reconnection	£92.17
Meter disconnection	£92.17
Install new single rate meter exchange	£92.17
Meter removal	£92.17
Reposition new single rate meter	£92.17
Reposition new multi rate meter	£92.17
Fit isolator switch	£92.17
Replacement prepayment card, key token (or similar device)	£8.00
Emergency callout	£269
Emergency callout abort fee	£269
Transactional work abort fee	£23.04
Unnecessary emergencies	£81.91

 Gas related	Price inc VAT
New meter installation	£50.00
Removal of meter	£95.00
Meter accuracy test (OFMAT)	£200.00
Install special order meter (E6 or Plastic TVI)	£95.00
Meter reconnection	£95.00
Alter meter position (not service pipe)	£150
Domestic meter box/lid/door replacement (when fitted as part of other work)	£50.00
Replacement prepayment card, key, token (or similar device)	£6.00
Emergency callout	£95.00
Unnecessary emergencies	£81.91
Replacement prepayment card, key, token (or similar device)	£6.00
Emergency callout	£95.00
Unnecessary emergencies	£81.91

Where an appointment has been made for one of our agents to attend the Premises and we're not able to access it at the arranged time or you cancel an appointment on less than two clear business days notice, we may charge the whole of or part of the applicable charge set out above.

## Damage to equipment

The Additional Charges which will apply in the case of damage to or interference with our equipment will vary depending on the circumstances. You will have to pay our or our agent's reasonable costs for visiting the property, for any work that we or they carry out in relation to the meter or other Equipment and for our estimate of any stolen energy.

Tariff and payment related	Price inc VAT
Late payment fee - if bill unpaid after 45 days	£25.00
Late payment fee - if bill unpaid after 60 days	£35.00
Pre Disconnection Visit	£95.00
Warrant relating to Disconnection (per supply)	£320.00
Warrant relating to Disconnection applied for but application cancelled (per supply)	£46.00
Subject Access Request (request for information)	£10.00

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