

Energy Supply Additional Charges

Domestic Customers – January 2018

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	£269.00
Emergency callout abort fee	£269.00
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)	£150.00
Domestic meter box/lid/door replacement (when fitted as part of the other work)	£50.00
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 are not able to access the Premises 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	£35.00
Late payment fee – if bill unpaid after 60 days	£35.00
Pre disconnection visit	£95.00
Warrant for the installation of a prepayment meter (per supply)	£150.00
Warrant for 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

Save time, visit www.sparkenergy.co.uk or download the Spark app

Manage your account

Give meter readings

Get your bills

Tell us if you're moving

Make a payment

And handy live chat too

If you'd like to talk, our call centre is UK-based and you'll find us on Facebook and Twitter too.



Email us

support@sparkenergy.co.uk



Call us

0345 034 7474

8am–8pm weekdays

9am–2pm Saturdays



Live chat

www.sparkenergy.co.uk

Say hello

Facebook and Twitter –

@SparkEnergyUK

For full terms & conditions please visit
www.sparkenergy.co.uk