



Miscellaneous charges statement
Northern Powergrid (Northeast) plc

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Version 1.0

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1. Introduction

- 1.1. Our charges for miscellaneous activities, whether charged on a transactional basis or otherwise are set out in this statement. The activities set out herein support the competitive supply market and will be billed in line with our approach to the particular service or services requested.
- 1.2. Transactional charges are covered by the distribution connection and use of system agreement (DCUSA) clause 45 and defined in 45.1 as “charges calculated by reference to the number and frequency of specific transactions” like an energisation visit. Transaction-based charges apply to the following activities:
- energisation, de-energisation and re-energisation services;
 - disconnection of a site;
 - service termination works (in specific circumstances);
 - urgent metering 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 the premises on request to energise/re-energise/de-energise a supply.
- 2.3. Charges for these services are shown in the tables below. Any exceptions will be assessed and quoted on an individual basis.
- 2.4. Where we are 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.

	Warrants	Whole Current	LV Current Transformer (Fuse)	LV Current Transformer (Circuit Breaker)	HV
Working Hours	£406	£340	£340	£340	£464
Out of hours 1	£447	£374	£374	£374	£511
Out of hours 2	£528	£441	£441	£441	£604
Jobs cancelled 24> hours in advance	£106	£106	£106	£106	£106
Jobs cancelled <24 hours in advance	As quoted	As quoted	As quoted	As quoted	As quoted
Aborted visit	As quoted	As quoted	As quoted	As quoted	As quoted

Operating hours for Customer visits	
Normal hours of operation are from:	08:00 to 16:00 Monday - Friday
Out of hours 1	16:00 to 00:00 Monday – Friday / Saturday
Out of hours 2	Sunday / Bank Holiday / 00:00 to 08:00 Monday - Friday

Other circumstances:	
Visits that involve actions other than insertion or withdrawal of fuses; and or	All charges will be individually quoted
A visit that is otherwise exceptional.	

3. Disconnection of site

Visit to disconnect a supply – single service

Where a Party requests the disconnection of a premise which involves a single service only, the request will be individually assessed, and the relevant fixed charge will be quoted based on that assessment. The range of fixed charges is available to view on our website at:

[Guide Prices and Timescales | Northern Powergrid](#)

Visit to disconnect a supply – multiple services

Where a Party requests the disconnection of premises which involves multiple services, then the request will be individually assessed, and a specific charge will be quoted.

4. Service termination equipment issues

4.1. When a defect with our service termination equipment at any premises is reported to us, we will normally rectify the defect free of charge unless one (or more) of the following criteria applies:

- we are requested to carry out the work outside of normal working hours and it is not an emergency situation;
- a defect is reported and no fault is found;
- a defect has been reported under the wrong fault category;
- replacement of our service cut-out is requested, and it is not in an unsafe condition and can be operated by suitably trained and equipped personnel; or
- a defect is within six months of a meter change or installation and, in our reasonable opinion, was caused by the change or installation.

4.2. Indicative charges are shown in the tables below. The relevant charge is applicable even when the visit does not result in the works being carried out. Please note that more than one charge may apply, depending on the extent and nature of the works required and when they are carried out.

Charges for service termination related activities		
	Normal Appointment	Out of Hours Appointment
No fault found	£176.00	£193.00
Fault reported under the wrong category	£176.00	£193.00
Defects caused by meter change or installation – attendance charge only	£176.00	£193.00
Replacement of cut-out	Individually assessed charges	

5. Urgent Metering Services (UMetS)

- 5.1. Northern Powergrid (Northeast) plc does not provide customer site visits where it is identified prior to a visit that the meter or ancillary metering equipment (that the Supplier is responsible for) is faulty or damaged. In the first instance the customer will be directed to contact their Supplier to report the fault, so that the fault can be rectified by the Suppliers appointed Meter Operator agent. If we visit a site and subsequently identify that the meter or ancillary metering equipment is faulty or damaged, then we will firstly ensure that the site is safe.
- 5.2. If the engineer determines that the problem is caused by equipment the Supplier is responsible for, then our subsequent actions will depend upon two factors:
- whether the engineer can easily restore the supply by tightening the connections to the existing meter tails or by replacing the meter tails; and
 - whether the customer is on our Priority Services Register or we consider the customer to be a vulnerable customer.
- 5.3. If we can restore the supply by tightening the connections to the existing meter tails or by replacing the meter tails, then we will carry out this work on behalf of the Supplier and the charges to the Supplier for this service are set out in the table below.

5.4. If we visit a vulnerable customer, we will aim to get the supply for that customer safely restored as soon as possible. We will look to liaise with their Supplier to determine the quickest and most efficient way to achieve this. If we believe that a vulnerable customer will remain off supply for an unacceptable period of time, then we will provide UMetS with the aim of safely restoring the supply for that vulnerable customer whilst we are on site. If we can't restore the supply, then we will consider temporarily relocating the customer so that they are not left in a potentially dangerous situation. There will be a charge for this service.

5.5. If we are unable to restore the supply during our visit the customer will be instructed to call their Supplier and report a metering fault. These services and the applicable charges are set out in the table below.

Service	Charge
Tighten/re-terminate meter tail connections ¹	£166.00
Replace faulty meter tails (between cut-out and metering equipment) ¹	£223.00
Replace faulty meter for a vulnerable customer (at our discretion) with a traditional single-phase credit meter only ²	£232.00
Temporarily re-locate an off-supply vulnerable customer due to a fault with the Suppliers equipment that we cannot rectify	Individually priced depending upon location and date

¹ For the avoidance of doubt; these charges will only be applied when our site visit is solely addressing an issue with metering equipment that the Supplier is responsible for. If our engineer determines that there is a fault with distribution owned equipment and tightens meter tail connections or replaces a meter tail as part of this work then these charges will not apply.

²We will not always be able to replace a faulty meter due to the meter type fitted and the metering configuration at the premises. Each situation will be assessed individually.

6. Services Ancillary to Use of System

Line Loss Factor Class enquiry process

- 6.1. It is our responsibility to apply the correct charges to each MPAN/MSID. The allocation of charges is based on the voltage of connection, import/export details including multiple MPANs, metering information, and, for some tariffs, the metering location.
- 6.2. We are responsible for deciding the voltage of connection. Generally, this is determined by where the metering is located and where responsibility for the electrical equipment transfers from us to the connected Customer.
- 6.3. We are also responsible for allocating non-domestic customers into their residual charging bands. Allocation into residual charging bands is determined by consumption for customers billed under the Supercustomer approach, and by the MIC for customers billed under the Site-Specific approach
- 6.4. The Supplier determines and provides us with the metering information and data, to enable us to allocate charges. The metering information and data is likely to change over time if, for example, a Supplier changes an MPAN from non-domestic to domestic to domestic following a change of use at the premises. When we are notified this has happened, we will change the allocation of charges accordingly.
- 6.5. If it has been identified that a charge may have been incorrectly allocated due to the metering information and/or data, then a request for investigation should be made to the Supplier.
- 6.6. Where it has been identified that a charge may have been incorrectly allocated due to: the wrong voltage of connection; import/export details; metering location; or allocation to residual charging band then a request to investigate the applicable charges should be made to us. Requests from persons other than the Customer or the current Supplier must be accompanied by a Letter of Authority from the Customer; the current Supplier must also acknowledge that they are aware a request has been made. Any request must be supported by an explanation of why it is believed that the current charge should be changed, along with supporting information including, where appropriate, photographs of metering positions or system diagrams.

Any request to change the current charge that also includes a request for backdating must include justification as to why it is considered appropriate to backdate the change.

- 6.7. Where a residual charging band allocation cannot be resolved, the dispute process provided within DCUSA Schedule 32 should be followed.
- 6.8. An administration charge (covering our reasonable costs) may be made if a technical assessment or site visit is required, but we will not apply any charge where we agree to the change request.
- 6.9. Where we agree that the current charge should be changed, we will then allocate the appropriate set of charges for the connection. Any adjustment will be applied from the date of the request, back to either the date of the incorrect allocation; or up to the maximum period specified by the Limitation Act (1980) in England and Wales, which covers a six-year period from the date of request; whichever is the shorter.
- 6.10. Any credit or additional charge will be issued to the relevant Supplier(s) effective during the period of the change.
- 6.11. Should we reject the request (as per paragraph 6.4) a justification will be provided to the requesting party. We shall not unreasonably withhold or delay any decision on a request to change the charges applied and would expect to confirm our position on the request within three months of the date of request.

7. Other services

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

8. Glossary

Term	Definition
Distribution Use of System (DUoS)	Charges for demand and generation customers which are connected to and utilising the distribution network.
Distribution Connection and Use of System Agreement - DCUSA	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.
Metering Point Administration Service – MPAS	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.
User	Is a supplier, generator or distribution network operator.