

## Additional Charges

There are times when you may be charged a fee for additional work that you ask us to do for you. Our charges for the type of work you may ask for is shown in the following table. These fees are subject to change and last updated on 28 March 2019.

| <b>Charge Reference</b>  | <b>Amount (£)</b>  |
|--|--|
|  | All charges are excl. VAT (unless others wise specified)   |
| Gas Meter Accuracy Testing   | Gas- £140 + Cost of Engineer   |
| Electricity check meter  | Electricity £105 for installation or removal + Cost of Engineer  |
| Changing the position of your meter  | Electricity and Gas £105 + Cost of Engineer. By quotation as additional distribution and gas network charges will be applicable on an individual basis.<br>Assess costs of a quotation £105. POA |
| Disconnection or reconnection of supply  | Electricity and Gas energise or de-energise £105.00 per fuel + Cost of Engineer<br>Additional distribution and/or gas network charges may be applicable on an individual basis                   |
| Inspect and report metering system (includes gas meter battery replacement)  | £105 + Cost of Engineer  |
| Safety inspection  | £105.00 + Cost of Engineer   |
| Supply of meter box door hinges  | £18.00 + Cost of Engineer (if applicable)  |
| Supply of single- phase contactor  | £60.00 + Cost of Engineer (if applicable)  |
| Supply of single- phase 2-pole isolator  | £21.80 + Cost of Engineer (if applicable)  |
| Supply of multi – phase 4-pole isolator  | £53.00 + Cost of Engineer (if applicable)  |
| Bracket install (non – smart installation)   | £43.00 + Cost of Engineer (if applicable)  |
| ECV conversion kit (non – smart installation)  | £6.00 + Cost of Engineer (if applicable)   |
| Supply standard gas regulator (non – smart installation or if not included as part of MAP funded installation)                 | £15.00 + Cost of Engineer (if applicable)  |
| Supply semi – concealed kit gas regulator (non – smart installation or if not included as part of the MAP funded installation) | £33.50 + Cost of Engineer (if applicable)  |
| Supply of a non – smart domestic single-phase-rate electricity meter   | £25.15 + Cost of Engineer  |
| Supply of non-smart domestic U6 gas meter  | £42.25 + Cost of Engineer  |
| Supply and fit medium pressure kit gas regulator (additional to meter installation charge)                                     | £121.50 + Cost of Engineer   |
| Supply of meter box door   | £55.00 + Cost of Engineer  |

|  |                                |
|--|--------------------------------|
| Call out to investigate possible metering fault, no fault found                              | £105 for a site investigation. |
| Missed appointments, or cancelation of an appointment with less than 1 working days' notice. | £70.00                         |
| Half day dual fuel meter engineer hire   | £305.00                        |
| Half day single fuel meter engineer hire   | £152.50                        |
| Full day dual fuel meter engineer hire   | £560.00                        |
| Full day single fuel meter engineer hire   | £260.00                        |

There are times you may be charged a fee to cover the reasonable costs incurred by us to manage your account. Our charges of work as shown in the following table.

| Charge Reference   | Amount (£)  |
|--|---|
|  | All charges are excl. VAT   |
| Unpaid or cancelled Direct Debit *<br><br>*the charge will not apply where the cancellation is due to a change in bank details and that notice is given in good time and payments are kept up to date    | £15 per occurrence to cover administrative and Bank Charges                                     |
| Termination fee - If applicable to tariff (see specific Terms and Conditions)  | Minimum fee £105. Site visit £105. Additional fees may be applicable depending on circumstance. |
| Remote disconnection or reconnection of supply   | £25 per transaction, chargeable per fuel.   |
| Disconnection for Debt on site visit   | £350.00   |
| Cancelled Disconnection for Debt appointments (once notice give)   | £75 prior to day of attendance £125 on day of disconnection.                                    |
| Early leaving/ exit fee  | £30 per fuel  |
| Green Energy tariff supplement   | £2.50 per fuel  |
| Fraudulent or erroneous payment made to account  | up to £25 per occurrence to cover administrative and Bank Charges                               |
| Removal of online discount (persistent failure to provide monthly meter readings)<br>Debt letters stage 1, 2 and 3 (to cover the cost administration fees)<br>3 <sup>rd</sup> party debt collector visit | One off charge for £15.00 per fuel (Inc. VAT)<br><br>£15.00 per letter<br>£50.00 per visit      |