



## **Scottish Hydro Electric Power Distribution plc**

### **Miscellaneous Services Statement**

**Effective from 1st April 2019**

**Version 1.0**

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## **1. INTRODUCTION**

1.1 This statement is published by Scottish Hydro Electric Power Distribution plc to notify electricity suppliers, generators, network operators and other interested parties of our transactional charges. These charges are primarily for activities undertaken by us as a Licensed electricity distribution network operator to support the competitive electricity supply market.

1.2 The charges listed in this statement will be billed by us to the appropriate party for any service requested/provided.

1.3 Transactional charges apply to the following activities and services:

- Energisation, de-energisation and re-energisation services;
- Disconnection of premises;
- Service termination works (in specific circumstances);
- Revenue protection services;
- Radio teleswitch services;
- Services ancillary to use of our electricity distribution system.

## 2. CHARGES FOR ENERGISATION, DE-ENERGISATION AND RE-ENERGISATION

- 2.1 The way in which some of these services are provided will vary depending upon individual requirements of the situation and/or instructions received.
- 2.2 Where a single visit for connection and energisation of a new supply is required, no charge will be made.
- 2.3 For premises where whole-current metering is installed, if an additional visit is required and/or we are requested to energise or re-energise or de-energise a supply by insertion or removal of fuses, a charge will be made for each visit to the premises.
- 2.4 Indicative charges for these services are shown in the tables below. The relevant charge is applicable even when the visit to the premises does not result in energisation, re-energisation or de-energisation.

<b>Charges to Energise; De-energise or Re-energise by insertion or withdrawal of fuses</b>			
	<b>Normal Appointment</b>	<b>Short Notice Appointment</b>	<b>*Out of Hours Appointment</b>
De-energise a Connection	£ 119.08	£ 178.61	£ 208.38
Energise or Re-energise a Connection	£ 119.08	£ 178.61	£ 208.38
Abortive Visit	£ 119.08	£ 178.61	£ 208.38

All charges shown are subject to VAT at the prevailing rate.

- 2.5 Where the visit is to larger business premises or is otherwise exceptional (including where energisation, re-energisation or de-energisation is performed by means other than the insertion or withdrawal of fuses), individually assessed charges will be applied.

<b>Other circumstances:</b>	
Larger business premises	Individually assessed charges will be applied
Visit involves actions other than insertion or withdrawal of fuses	
Visit is otherwise exceptional	
Abortive Visit	As Section 2.4

### Additional Notes

- 2.6 To change the energisation status of a connection we require a minimum of 15 working days' notice for a Low Voltage connection or a minimum of 25 working days' notice for a High Voltage or Extra High Voltage connection, or such other period as may be specified in any agreement with us to that effect.
- 2.7 Please note that for any de-energisation involving High Voltage or Extra High Voltage works, we reserve the right to extend the notice period due to network considerations and/or out of hours resourcing. We also reserve the right to postpone the de-energisation as a consequence of severe weather events or expectations or impact on our system or resources. In these cases the de-energisation will be re-scheduled accordingly.
- 2.8 De-energisation and subsequent re-energisation by us resulting from an electricity supplier's failure to comply with the terms of the DCUSA will be at that supplier's expense.

<b>Operating Hours for Customer Visits</b>	
Normal Appointment	08:00 to 16:30 Monday – Friday (excluding Bank Holidays) <b>and</b> where at least 15 Working Days notice has been given
Short Notice Appointment	08:00 to 16:30 Monday – Friday where less than 15 Working Days notice has been given
*Out of Hours Appointment	All services provided outside our normal hours of 08:00 to 16:30 Monday to Friday or on a Bank Holiday

\* Not applicable to emergency call-out services.

### 3. DISCONNECTION OF PREMISES

- 3.1 Where disconnection of the electricity supply to any premises involves High Voltage or Extra High Voltage works, it is imperative that we are contacted with as much prior notice as possible to enable the disconnection and equipment removal works to be assessed and programmed.

<b>Visit to disconnect an electricity supply</b>
Individually assessed charges will be applied in all cases

#### 4. SERVICE TERMINATION 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;
- 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.

<b>Charges for Service Termination Related Activities</b>		
	<b>Normal Appointment</b>	<b>Out of Hours Appointment</b>
No fault found	£ 119.08	£ 208.38
Fault reported under the wrong category	£ 119.08	£ 208.38
Defects caused by meter change or installation – attendance charge only	£ 119.08	£ 208.38
Replacement of Cut-Out	Individually assessed charges	

All charges shown are subject to VAT at the prevailing rate.  
Operating hours are defined in Section 2.

4.3 Where alterations to our service equipment at any premises is required to facilitate a meter change or installation, this must be requested using our connection works applications process. Please refer to the 'Connections' area of our website for further information, including contact details:

[www.ssen.co.uk](http://www.ssen.co.uk)

## 5. REVENUE PROTECTION SERVICES

5.1 Revenue Protection services provided by us may vary significantly depending on the individual circumstances and requirements of each case. Our charges associated with each Revenue Protection case will therefore be on an individually assessed basis. The charges shown below are therefore indicative only and more than one charge may apply, depending on the applicable circumstances and requirements of a case.

Activity / Item	During normal working hours	Outside normal working hours
Investigation Site Visit / Re-visit	£ 240.05	£ 360.08
De-energise a Connection	See Section 2	
Re-energise a Connection	See Section 2	
Abortive Visit	As Section 2.4	
Application for and Execution of Entry Warrant	Individually assessed charges	
Locksmith Services / Replacement of Door Locks	Individually assessed charges	
Replacement of Cut-Out	Individually assessed charges	
Disconnection of Connection	Individually assessed charges	
Attendance at Locations of Criminal Activity (e.g. Cannabis Cultivation)	Individually assessed charges	
Attendance / Giving Evidence at Court Proceedings	Individually assessed charges	
Provision of Statement to Police or Other Party	Individually assessed charges	

All charges shown are subject to VAT at the prevailing rate.  
Operating hours are defined in Section 2.

5.2 We do not undertake metering-related visits, works or investigations and these should be undertaken by an appropriate alternative Revenue Protection agent.

## 6. RADIO TELE-SWITCHING SERVICES

- 6.1 Radio Teleswitch Services enable electricity suppliers to control the switching times of controlled supplies (i.e. for off-peak storage heating) and times of availability of tariff rates. National radio broadcasts are used to transmit switching times to teleswitches in customer premises. A group code is programmed into each teleswitch unit and all devices programmed with the same group code will respond to broadcast messages containing that code. We operate a number of existing group codes and the cost of maintaining these is included in use of system charges.
- 6.2 As a Radio Teleswitch Access Provider, we may provide Radio Teleswitch Services to electricity suppliers wishing to sponsor new 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. Terms for the provision of Radio Teleswitch Services are detailed in the Radio Teleswitch Agreement between Radio Teleswitch Access Providers and electricity suppliers.

## 7. SERVICES ANCILLARY TO USE OF SYSTEM

### Late Payment Interest and Administration Charges

- 7.1 Where a User has failed to settle an invoice that is not subject to a valid dispute, a charge may be made to cover the associated administration, credit control, invoicing and collection costs. This is in addition to the interest charge that will be made in accordance with clause 23.3 of the Distribution Connection and Use of System Agreement (DCUSA).
- 7.2 Our administration charges are detailed in the following table:

Value of Unpaid Debt	Administration Charge
Up to £999.99	£ 40.00
£1,000 to £9,999.99	£ 70.00
£10,000 or more	£ 100.00

### De-energisation Inspection Visit

- 7.3 For each visit during normal working hours to a metering point address as a result of our de-energisation inspection process, where the supply is found to be legally energised and the electricity supplier has recorded a current status of 'de-energised' with the Metering Point Administration Service (MPAS), a charge of £ 91.55 (plus VAT) will be levied.
- 7.4 After each visit we will advise the appropriate electricity supplier where we believe the energisation status is incorrectly recorded. We would then expect the electricity supplier to conduct their own investigation into the status and, if appropriate, to correct that status.

7.5 If we re-visit the premises, normally at least six months later, and it is still recorded as de-energised and, as a result of this second (or subsequent) visit, we believe it to be energised, then we reserve the right to make a further charge of £ 119.08 (plus VAT) to the electricity supplier for the second and any subsequent visit thereafter.

### **Other Services**

7.6 Transactional charges for any other services ancillary to DUoS will be individually assessed.

## **8. GLOSSARY**

<b>“DCUSA”</b>	The Distribution Connection and Use of System Agreement, which is a multi-party contract between the licensed electricity distributors, suppliers and generators of Great Britain. It is a requirement that all licensed electricity distributors and suppliers become parties to the DCUSA.
<b>“DUoS”</b>	Distribution Use of System, charges are applied for demand and generation customers which are connected to and utilising the distribution network.