

**Statement for the provision of
Miscellaneous Charges
Western Power Distribution
(South West) plc
Dec 2019**

Western Power Distribution (South West) plc
Registered in England and Wales No.2366894
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1. Introduction

- 1.1 This statement details our transactional based charges which are for activities that support the competitive supply market and will be billed by us on an individual basis for any service requested.
- 1.2 Transactional charges apply to the following activities:
- Energisation, de-energisation and re-energisation services;
 - Disconnection of a site;
 - Radio tele-switching services; and
 - Charges for the provision of Metering for Licensed Distribution Network Operators (LDSO) Connections.

2. Charges for Energisation, De-energisation and Re-energisation

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

- Other than the first energisation of a new supply, a charge will be made for each visit to premises on request to energise/re-energise/de-energise a supply by insertion/removal of fuses where whole-current metering is fitted.
- Indicative charges for these services are shown in the tables below. This charge is applicable even when the visit to fulfil the request does not result in energisation/re-energisation/de-energisation.
- Where the visit is to a larger business site or is otherwise exceptional, then individually assessed charges will be quoted.
- This will also be the case where the energisation/re-energisation/de-energisation is performed by means other than the insertion/withdrawal of fuses.

Charges to Energise, De-energise or Re-energise by insertion or withdrawal of fuses will be levied for:	
Visits to site during normal working hours:	£66.00
Short Notice Appointment	£99.00
*Visits to site at any other time, including Bank Holidays:	£99.00

Other circumstances:	
A larger business site; and/or	All charges will be individually quoted
Visit involves actions other than insertion or withdrawal of fuses; and or	
Visit is otherwise exceptional.	

Operating hours for Customer visits	
Normal hours of operation are from:	08:00 to 16:30 Monday - Friday
Short Notice Appointment	Services required within 48 hours 08:00 to 16:30 Monday to Friday.
Out of Hours Appointment	* Services provided outside the normal hours of 08:00 to 16:30 Monday to Friday

- These prices are offered on the basis that the volume of such requests is limited and of an urgent nature. These charges do not apply to emergency call-out services.

3. Disconnection of Site

Visit to disconnect a supply
Where a party requests the disconnection of a site, then individually assessed charges will be quoted.

4. Radio Tele-switching Services

WPD may provide radio tele-switching services to those wishing to sponsor group codes. The charges for these services will be fixed by agreement in each case and will reflect the level of complexity of the proposed arrangements.

5. Other Charges

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

6. Revenue Protection Services

SITE INVESTIGATION CHARGES (INTERFERENCE)	Unit Value
INVESTIGATION (Positive / Cat A)	£224.00
NEGATIVE INTERFERENCE (Damaged equipment)	£85.00
VISIT - MAKE SAFE/REMOVE FUSE/SITE SAFETY CHECK/RESEAL METER	£78.00
REPLACE FUSE - AFTER DE-ENERGISATION	£85.00
REPLACE METER - AFTER DE-ENERGISATION	£85.00
SITE MANAGEMENT CHARGES	
CATEGORY A CHARGE - DIVERSION/CALL OUT (All Cat A jobs)	£33.00
NO ACCESS VISITS	£69.00
SITE MANAGEMENT (Per Hour)	£28.00
SECOND INVESTIGATOR Safety / Operational Requirements	£188.00
LOCKSMITH/CARPENTER	£198.00
DOG HANDLER	£198.00
ADDITIONAL WORK CHARGES	
ILLEGAL UNMETERED	£70.00
MISC WORK	£70.00
ASBESTOS BOARD EXCHANGE	Quote
EXTENDED WORK CHARGES	
INVESTIGATOR - DAY RATE (Quote)	Quote
ATTAIN EMERGENCY WARRANT (2.2b)	£105.00
ATTAIN UTILITY WARRANT (2.2a + 2.2c / 2.2d) OR PROVIDE WITNESS TO COURT	£85.00
WARRANT (Subject to change by HMCS)	£20.00
OUTSIDE NORMAL WORKING HOURS (Per Operative)	£281.00
OVERNIGHT STAY (Per Operative)	£150.00
ADMINISTRATION CHARGES	
ADDITIONAL STATEMENT	£39.00
REQUEST CASE FILE RESEND / INFO (UNDER 5 MONTHS)	£28.00
REQUEST CASE FILE FROM ARCHIVE (OVER 5 MONTHS)	£70.00
INSTALLED ASSET	
SINGLE PHASE - SINGLE RATE CREDIT	£11.00
SINGLE PHASE - MULTI RATE CREDIT	£11.00

SINGLE PHASE - SINGLE RATE KEY	£86.00
SINGLE PHASE - MULTI RATE KEY	£86.00
THREE PHASE - SINGLE RATE CREDIT	£114.00
THREE PHASE - MULTI RATE CREDIT	£114.00
ECONOMY 7 (5 HOLE CREDIT)	£48.00
CT METERS / RADIO TELEMETER / SMART METER / OTHER METERS	Quote
ADDITIONAL INSTALLED EQUIPMENT	
SINGLE PHASE METER TAILS	£11.00
3 PHASE METER TAILS	£23.00
ISOLATOR SINGLE PHASE	£43.00
ISOLATOR 3 PHASE	£61.00
CONNECTOR BLOCKS	£26.00
METER BOARDS	£8.00
LOCKS / EQUIPMENT (Quote)	Quote

Electricity Extracted from Network		
Charge per Unit (kWh)	Rate Effective From: 01 April 2019	0.14

Revenue Protection office hours are 08:00 until 16:00 - Monday to Friday (Not including bank holidays)
Outside of office hours, Western Power Revenue Protection operates a call-out system accessed through Western Power Distribution Contact Centre.
Minimum call out outside of office hours: Visit Charge (£78.00) + Outside Normal Working Hours Charge (£281.00) = £359.00

RP Services do not operate outside of the footprint of Western Power Distribution.

7. Charges Related to Service Termination Issues

- 7.1 When an issue with our service termination is reported to us, we will normally remedy the situation free of charge unless one or more of the following criteria apply:
- (a) We are requested to carry out the work outside of normal working hours and the situation is not an emergency;
 - (b) No fault is present (in our reasonable opinion);
 - (c) The issue has been reported under the wrong fault category (in our reasonable opinion);
 - (d) The issue occurs within six months of a meter being changed, or installed, and it was caused by the meter change or installation work (in our reasonable opinion);
 - (e) 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;
 - (f) A service alteration is requested in order to facilitate a meter change or installation;
- 7.2 Indicative charges are shown in the table below. These charges may be varied where additional costs are incurred. More than one charge may apply.
- 7.3 These charges are in accordance with distribution licence Charge Restriction Condition 5C (CRC 5C): Directly Remunerated Services.

Directly Remunerated Service DRS7: Smart Meter Rollout Rechargeable Services relates to the services provided directly or indirectly to Electricity Suppliers associated with the rollout of Smart Meters that:

- (a) are provided under the provisions of the service level agreement that is appended to the Distribution Connection and Use of System Agreement;
- (b) are not remunerated under one of the charges mentioned in paragraph 5C.5 of CRC 5C, or under any other charge for a Directly Remunerated Service; and
- (c) give rise to costs that fall outside the definition of smart meter rollout costs for the purposes of distribution licence Charge Restriction Condition 3E (CRC 3E): Smart Meter Roll-out Costs.

Activity	Normal Working Hours Appointment	Out of Hours Appointment
Premium time working	N/A	Individually Assessed
No fault found	£66.00	£99.00
Issue reported under wrong fault category	£66.00	£99.00
Issue caused by meter change or installation	£66.00	£99.00
Cut-out replacement	Individually Assessed	

Activity	Normal Working Hours Appointment	Out of Hours Appointment
Service alteration in order to facilitate a meter installation	<p style="text-align: center;">Individually Assessed</p> <p style="text-align: center;">Charges will be in accordance with our “Statement Of Methodology & Charges For Connection To Western Power Distribution’s Electricity Distribution System” (also known as the “Connections Charging Statement”)</p>	

8. Load Managed Areas

- 8.1 Pursuant to Schedule 8, Paragraph 5.1 of the Distribution Connection and Use of System Agreement, post codes with the prefixes shown below are designated as load managed areas between the hours of 24:00 and 05:00 each day from November to March. This notice is effective immediately and will remain in place until withdrawn or modified in writing.

TR21
TR22
TR23
TR24
TR25

9. Glossary

Term	Definition
Distribution Use of System (DUoS)	Charges for demand and generation customers which are connected to and utilising the distribution network.
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.
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.