



## **TRANSACTIONAL CHARGES FOR SERVICES PROVIDED BY NORTHERN IRELAND ELECTRICITY (NIE) IN SUPPORT OF THE COMPETITIVE RETAIL MARKET**

**Issue 4 - April 2011**

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Since March 2006, the Utility Regulator has approved the application of transactional charges for the provision by NIE of services to suppliers in support of the competitive retail market. These charges apply to metering fieldwork services (e.g. de-energisation, re-energisation, metering investigations, special readings) and to a range of non-fieldwork activities (e.g. registration cancellation, provision of additional customer consumption data).

Where possible, standard charges will apply to fieldwork and non-fieldwork activities requested by a supplier. Non-standard work will require individual quotation.

Transactional services in respect of Revenue Protection are non-standard as described in Appendix 1. These services will be charged on an individual basis.

Appendix 2 (Tables 1, 2 & 3) provides details of fieldwork and non-fieldwork transactional charges approved by the Utility Regulator for application from 1<sup>st</sup> April 2011.

Charges for all requested activities will appear on the suppliers' monthly DUoS invoice after the work has been completed.

## **APPENDIX 1**

### **REVENUE PROTECTION CODE OF PRACTICE – SERVICES PROVIDED**

#### **Transactional Services**

These services are non-standard and will incur transactional charges as allowed for in the applicable Use of System agreement:

- ❑ Obtaining a Warrant for access under the terms of The Electricity (NI) Order 1992;
- ❑ Advanced testing of meters in the event of sophisticated tampering;
- ❑ Repair/replacement of damaged equipment;
- ❑ Revisiting of locations for more extensive follow-up; and
- ❑ Providing witnesses for any court proceedings involving a customer of the supplier.

#### **Optional Services**

The Revenue Protection (RP) Service may offer other chargeable services, subject to separate agreement between the RP Service and the supplier. Examples of such services include the negotiation of payment with the customer, according to the procedures laid down in the supplier's policy as advised to the RP Service and the de-energisation of sites to assist in recovery of outstanding monies.

## APPENDIX 2

### NIE TRANSACTIONAL CHARGES APPLICABLE FROM 1<sup>ST</sup> APRIL 2011

**Table 1** sets out approved charges for metering services carried out by NIE at the request of suppliers.

The following conditions apply:

- Charges are based on normal working hours (0900 – 1700 Monday to Friday, excluding Public Holidays). Specific time outside normal hours may not be guaranteed. Services carried outside of normal working hours will be subject to an additional charge.
- For non-standard de-energisations or re-energisation, which may involve operational work such as the movement of any isolator, breaker, switch or removal of system fuses, individually quoted charges will apply. Additional charges apply for doing work such as disconnecting wires.
- NIE will not be responsible for the provision of a warrant for entry. Additional charges will be individually quoted for the use of locksmiths for the execution of warrants.
- For circumstances where de-energisation is requested by a supplier and the customer refuses access to the premises, each instance will be treated as non-standard and will be assessed on a case by case basis by NIE, in consultation with the supplier.
- Safety constraints and risk assessments will take precedence over any work request.
- Charges, and the range of services provided, are subject to an annual review.
- All prices exclude VAT.
- Charges will be reviewed as the open market develops and technical developments are introduced.

**Table 2** sets out approved charges for repeat visits and cancellations.

**Table 3** sets out approved non-fieldwork transactional charges.

**TABLE 1. Transactional Charges for Energisation, De-energisation and Metering Services**

Page 1 of 2

<b>Charge code</b>	<b>Description of Activity</b>	<b>Circumstances when Chargeable</b>	<b>Standard Charge (Excl VAT)</b>
M04	Installation of HH Communications Non-standard installations (modem connections requiring BT line in excess of £400) will be individually quoted.	In all cases	£323.00
M02	Test Meter Accuracy Visit and carry out major meter test	If Supplier requested and if no problems are found with the metering	£75.00
M03	Investigate Physical Metering. Includes meter faults, damage, and other problems	If Supplier requested and if no problems are found with the metering	£75.00
D01	De-energise (other than non-payment) For each visit to a premise at the Suppliers request for any reason, resulting in de-energisation by the withdrawal of fuse/s either on the premises or outside (LV only).	If Supplier requested	£66.00
D02	De-energise (for non-payment) For each visit to a premise at the Suppliers request for any reason, resulting in de-energisation by the withdrawal of fuse/s either on the premises or outside (LV only) If under warrant an additional charge of £40.00 will apply. NIE will not be responsible for providing warrants.	In all cases	£66.00

**TABLE 1. Transactional Charges for Energisation, De-energisation and Metering Services**

Page 2 of 2

<b>Charge code</b>	<b>Description of Activity</b>	<b>Circumstances when Chargeable</b>	<b>Standard Charge (Excl VAT)</b>
E01	Re-energise (other than non-payment). For each visit to a premise at the Suppliers request for any reason, resulting in the re-energisation of the fuse/s.	If Supplier requested	£66.00
E02	Re-energise (for non-payment) For each visit to a premise at the Suppliers request for any reason, resulting in the re-energisation of the fuse/s.	In all cases	£66.00
S02	Special Reading	If Supplier requested, including request as part of a Change of Supplier registration	£37.50
S04	Special Reading (Dispute)	If Supplier requested and if no problems are found with the disputed reading	£56.50

**TABLE 2. Charges for Repeat visits and Cancellations**

**For each visit to a premises at a supplier's request where work is not completed for reasons outside the control of NIE. This includes non-admittances and cancellation by the customer.**

Meter Work Type	Total Visits	Chargeable Repeat Visits	Cancel or Complete	Basis of Charge	Charges £ (Excl VAT)
Land Line HH Communication	2 (completed on 2 <sup>nd</sup> visit)	0	Complete	Standard Charge	£323
Land Line HH Communication	3 (completed on 3 <sup>rd</sup> visit)	1	Complete	Standard Charge + 1 Repeat Visit Charge	£323 + £28 Total £351
Land Line HH Communication	2 (work not completed)	1	Cancelled	2 Visit Charges + Possible Land-Line Charge	£28 + actual land-line costs where applicable
Other Fieldwork	1 (completed on 1 <sup>st</sup> visit)	0	Complete	Standard Charge	Standard Charge
Other Fieldwork	2 (completed on 2 <sup>nd</sup> visit)	1	Complete	Standard Charge + 1 Repeat Visit Charge	Standard Charge + £28
Other Fieldwork	3 (completed on 3 <sup>rd</sup> visit)	2	Complete	Standard Charge + 2 Repeat Visit Charges	Standard Charge + £56
Other Fieldwork	1 (work not completed)	0	Cancelled	1 Visit Charge	£28
Other Fieldwork	2 (work not completed)	1	Cancelled	2 Visit Charges	£56

**TABLE 3. Non-Fieldwork Transactional Charges**

<b>Activity</b>	<b>Background of Activity</b>	<b>Circumstances when Chargeable</b>	<b>Standard Charge (Excl VAT)</b>
Registration cancellation for erroneous customer transfer	Costs associated with cancelling job on NIE CC&B	If Supplier requested	£113.00
Cancellation of non-complete registration	Costs associated with cancelling job on NIE CC&B	If Supplier requested	£56.50
Provision of customer consumption data (more than once in year)	Provision of 12 months customer consumption information for HH & NHH customers	If Supplier or Customer requested more than 1 per year per site	£12.50
Revenue Protection optional services	Explanation of activity given in Appendix 1.	If Supplier requested	Non-Standard Charge