

Fieldwork Charging Policy

Introduction

This document outlines the policy for the charging of fieldwork to Suppliers.

The following table indicates the items of fieldwork for which transaction charges to Suppliers has been proposed. Although it is assumed that Suppliers will pass these charges on to customers in some form, this is a matter for the Supplier and is outside the scope of this document.

Description	Chargeable
Installation of HH Communications	In all cases
Test Meter Accuracy	If Supplier requested and if no problems are found with the metering
Investigate Physical Metering	If Supplier requested and if no problems are found with the metering
De-energise (other than non-payment)	If Supplier requested
De-energise (for non-payment)	In all cases
Re-energise (other than non-payment)	If Supplier requested, including Change of Supplier registrations requiring energisation
Re-energise (for non-payment)	In all cases
Special reading	If Supplier requested, including requests as part of a Change of Supplier registration
Special reading (dispute)	If Supplier requested and if no problems are found with the disputed reading

Excluded from this paper are the policies for fieldwork associated with Revenue Protection activities.

Standard Charges

Standard charges will be based on a published list of charges.

Standard charges for HH communications assume that:

- Additional visits are not required due to any of the causes listed in the 'repeat visit' section below
- Either GSM communications is installed or land-line communications are installed where total costs do not exceed £400

Standard charges for other fieldwork assume that:

- Additional visits are not required due to any of the causes listed in the 'repeat visit' section below
- No special equipment is required, i.e. equipment that is not normally carried for the purpose of the job
- Work is performed within normal business hours

Standard charges will be levied as 'ad-hoc' items on a monthly basis through the UoS Bill when the work is completed.

Repeat Visits

For land-line communications installations where, for reasons outside of NIE T&D control, more than two visits are required, a repeat visit charge will be levied for each subsequent visit.

For other fieldwork where, for reasons outside of NIE T&D control, more than one visit is required, a repeat visit charge will be levied for each subsequent visit.

The reasons for Repeat Visit Charges are:

- The customer's installation or property was in an unsafe condition, i.e. it was unsafe for NIE T&D to complete the work. In this case the unsafe conditions will be reported to the responsible person at the site.

- NIE T&D attended the site as per the appointed arrangement and were unable to obtain access to the metering or other equipment in order to complete the work. This includes cases where the customer fails to keep an appointment and, as a consequence, NIE T&D are unable to complete the work.
- NIE T&D attended the site as per the appointed arrangement and the customer refused permission for NIE T&D to complete the work.
- NIE T&D attended the site as per the appointed arrangement and was prevented from completing the work by the actions of a third party that is under the control of the customer
- NIE T&D attended the site as per the appointed arrangement or at a later time and was prevented from completing the work by the failure to complete pre-requisite work.

Repeat Visit charges will also be levied for the reasons above for meter configuration changes requested by the Supplier

‘NIE T&D attended the site as per the appointed arrangement’ means:

- For de-energisation for non-payment, NIE T&D attended the site within an appointment window agreed with the Supplier
- For other fieldwork, NIE T&D attended the site as per the appointed date and within one hour of the appointed time

Repeat visits will also require an appointment.

The repeat visit charge will be a standard charge for each type of fieldwork request. Whenever a repeat visit becomes necessary then the Supplier will be informed. Suppliers will be informed by e mail The Supplier may opt to either cancel or continue with the work. .

Repeat visit charges will be levied as ‘ad-hoc’ items on a monthly basis through the UoS Bill either

- When the work is completed; or
- When the work is cancelled

Cancellation Charges

Where work is cancelled before it can be completed then:

- NIE T&D will levy a standard visit charge for each visit where NIE T&D attended the site as per the appointed arrangement
- NIE T&D will not levy the standard charge for the fieldwork but may levy a charge for any BT land line installation

Policy Examples

The following table provides examples of the policy for repeat visits and cancellations; assuming re-visits were for reasons outside of NIE T&D control.

Meter Work Type	Total Visits	Chargeable Repeat Visits	Cancel or Complete	Basis of Charge
Land Line HH Communication	2 (completed on 2 nd visit)	0	Complete	Standard Charge
Land Line HH Communication	3 (completed on 3 rd visit)	1	Complete	Standard Charge + 1 Repeat Visit Charge
Land Line HH Communication	2 (work not completed)	0	Cancelled	2 Visit Charges + Possible Land-Line Charge
Other Fieldwork	1 (completed on 1 st visit)	0	Complete	Standard Charge
Other Fieldwork	2 (completed on 2 nd visit)	1	Complete	Standard Charge + 1 Repeat Visit Charge
Other Fieldwork	3 (completed on 3 rd visit)	2	Complete	Standard Charge + 2 Repeat Visit Charges
Other Fieldwork	1 (work not completed)	0	Cancelled	1 Visit Charge
Other Fieldwork	2 (work not completed)	1	Cancelled	2 Visit Charges

Special Equipment

Where NIE T&D is required to procure and use special equipment to complete the work. Special equipment is equipment that a field operative would not normally carry for the type of work being undertaken. Examples would be:

- Specialist testing equipment
- Equipment to gain access to the meter

Special equipment charges will be authorized with the Supplier before the equipment is used.

Special equipment charges will be levied as 'ad-hoc' items on a monthly basis through the UoS Bill when the work is completed.

Out of Hours Charges

Where NIE T&D is required to perform work outside standard business hours then an additional charge will be levied based on

- When the work is performed
- The standard man-hours required for the work

Waiving of Charges

Charges may be waived or cancelled in certain circumstances.

Special Reads

Where a special read is requested when there has been no actual read for 12 months, there will be no charge for the first visit.

A special read that is requested to settle a reading dispute will not be charged for if it is shown, either from the special reading or from other readings obtained, that the reading obtained was incorrect.

The method for determining the correctness of a consumption or reactive reading is as follows:

1. An estimated reading will be interpolated for the date of the disputed reading from the special reading and the last actual and un-disputed reading prior to the disputed reading. Interpolation will be based on the number of days in the read period.
2. An disputed consumption will be calculated between the last actual and un-disputed reading prior to the disputed reading and the disputed reading
3. An estimated consumption will be calculated between the last actual and un-disputed reading prior to the disputed reading and the estimated reading calculated in step 1

4. The disputed reading will be determined to be incorrect if the estimated consumption is less than 75% of the disputed consumption or is more than 125% of the disputed consumption.

The method for determining the correctness of a demand kVA reading is as follows:

1. If there is a meter with cumulating and resetting kVA registers then, assuming the meter is recording accurately, the correct kVA can be determined from the current readings by calculating back to the previous cumulating values.
2. If the meters do not have both cumulating and resetting kVA registers then a meter accuracy test will be required.

Test Meter Accuracy / Investigate Physical Metering

Charges will be waived if problems are found with the metering to the extent that:

- The meter, or equipment in which the meter depends, is not recording
- The meter, or equipment in which the meter depends, is recording outside the accuracy standards for the code of practice metering
- Time-switches are incorrectly set or are required to be re-set. A time-switch will be incorrectly set if switching occurs more than 30 minutes before or after the time required for the UoS Tariff

Charges may be waived, depending on the provisions of the Revenue Protection Code, where

- Physical damage has been sustained to the extent that the safety or security of the metering is compromised. Charges may be levied if the damage is deliberate
- Tampering suspected to have occurred. Charges may alternatively be levied as per the Revenue Protection Code

Rectification of Incorrectly Completed Work

Where fieldwork is required to correct the results of previous work that was incorrectly completed then the fieldwork charges will be waived.