



SP Manweb
Miscellaneous Services Statement

Effective from 1st April 2026

Version 1.0

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1. Introduction

This Statement sets out SP Manweb's (SPM's) miscellaneous services, associated charging methodologies, and service obligations in support of competitive electricity supply and distribution markets. It provides transparent, non-discriminatory information consistent with the Electricity Distribution Standard Licence Conditions (SLCs).

1.1 Scope

Services covered include:

- (a) Energisation, de-energisation and re-energisation
- (b) Abortive visits
- (c) Permanent disconnection
- (d) Service termination equipment activities
- (e) Revenue protection services
- (f) Other ancillary services connected to Use of System

These services are supplemental to Use of System (UoS) and Connection Charging frameworks.

1.2 Legal and Code Framework

- (a) Electricity Distribution SLCs including SLC 6 (information), 12–17 (service obligations), 14 (charges), 15 & 15A (non-contestable standards), and 19 (non-discrimination).
- (b) DCUSA (v18.0), including Section 25 (energisation/de-energisation), DCP394 (REC-accredited competence for de-/re-energisation), and DCP440 (DUoS treatment for de-energised but consuming sites).

1.3 VAT and Price Reviews

All charges are exclusive of VAT. SPM reviews prices annually and publishes updates in accordance with SLC requirements.

2. Charging Principles

2.1 Transparency and Non-Discrimination

Charges recover reasonable costs and are applied consistently across Users, in accordance with SLC 19.

2.2 Transactional vs Individually Quoted (IQ)

Transactional charges apply to standard activities. IQ charges apply for complex, HV, large commercial, or non-standard works.

2.3 Abortive Visit Policy

Abortive charges apply for late cancellation (<24 hours), no access, incorrect/insufficient site information, or failed appointments.

2.4 Operating Hours

Standard operating hours apply on weekdays within SPM's published schedule; out-of-hours work attracts OOH or IQ rates.

3. Energisation, De-energisation & Re-energisation

3.1 Service Description

SPM undertakes site attendance to insert or remove service fuses, complete safety checks, and restore or interrupt supply safely. CT/HV arrangements typically require authorised switching and are IQ-priced.

3.2 Requestors and Authorised Parties

Requests may be submitted by the registered Supplier, IDNO, or authorised MEM/Safe Isolation Provider, where permitted under DCUSA.

3.3 Abortive Visits

An abortive fee applies if SPM cannot complete the activity due to User-related issues.

3.4 De-energised but Consuming Sites

Users must maintain accurate energisation statuses. Under DCP440, incorrect 'de-energised' statuses for consuming sites will be subject to DUoS charges from 1 April 2027.

3.5 Standard Services and Charges

See Annex A for 2026 charge items and categories.

4. Permanent Disconnection of Site

Permanent disconnection (removal of service equipment) is provided following survey and issued as an Individually Quoted (IQ) price, reflecting safety, street works, and asset recovery requirements.

5. Service Termination Equipment Activities

5.1 Faults and Safety Work

SPM will repair or make safe defective equipment. Where no fault is found, the wrong fault category is reported, or out-of-hours attendance is requested without an emergency, charges may apply (see Annex A).

5.2 Service Alterations

Service alterations required to facilitate meter work are handled via the Connections process and charged under SPM's Connection Charging statements.

6. Theft in Conveyance

Where SPM identifies a Relevant Theft of Electricity, we may seek to recover the value of the electricity taken as well as the costs incurred in:

- (a) disconnecting the premises;
- (b) repairing any damage caused to the licensee's distribution system;
- (c) carrying out the investigation; and
- (d) pursuing any recovery action related to the case.

7. Other Ancillary Services to Use of System

SPM provides, on request, ancillary services related to Use of System (e.g., support for safe isolations, enhanced technical data). These are IQ unless expressly listed in Annex A.

8. Radio Teleswitching Services

SPM does not offer Radio Teleswitching Services. Suppliers are advised to make their own arrangements for this service.

9. Service Levels and Standards

9.1 Appointments and Timelines

SPM will schedule appointments within reasonable windows and carry out works in accordance with relevant SLC 15/15A standards where applicable.

9.2 Safety and Access

Users must ensure safe, unobstructed access and compliance with SPM Safety Rules and DCUSA competence requirements.

10. Information Provision and Transparency

SPM publishes this Statement and provides associated information in accordance with SLC 6 and SLC 14.

11. Pricing, Invoicing and Payment

11.1 Basis of Charge

Unless specified as IQ, charges apply per visit (successful or abortive). Materials (e.g., terminal covers, cut-outs) may be recharged where applicable.

11.2 Invoicing

Invoices are issued to the requesting party under DCUSA and bilateral arrangements; payment terms follow the relevant contract or SPM standard terms.

12. Complaints and Disputes

12.1 Complaints

Complaints about services or charges may be submitted to SPM using the contact details in Section 13. SPM handles complaints in accordance with Licence obligations.

12.2 Disputes

Contractual disputes follow the mechanisms in DCUSA or the relevant bilateral agreement; unresolved matters may be referred to Ofgem where appropriate.

13. Definitions

Abortive Visit – A chargeable attendance where SPM cannot complete work due to factors outside SPM's control.

Individually Quoted (IQ) – Bespoke pricing for non-standard activities reflecting time, labour, plant, materials and traffic management.

User – Supplier, IDNO, MEM, or another party authorised under industry codes.

Capitalised terms have the meaning in the Electricity Distribution Licence or DCUSA unless otherwise defined.

14. Contact Details

SP Energy Networks

SP House, 320 St Vincent Street, Glasgow G2 5AD

Email: commercial@spenergynetworks.co.uk

15. Annex A – Schedule of Transactional Charges

All charges are exclusive of VAT.

A1. Energisation / De-energisation / Re-energisation

Activity	Normal Hours	Out-of-Hours (OOH)	Notes
Energise / Re-energise / De-energise	£71	£196	Charge applies whether successful or not. (Whole Current)
Short-notice appointment (if offered)	£86	196	Surcharge where offered by SPM. (Whole Current)
Complex or large business site	IQ	IQ	Non-standard works.
CT/HV energisation	IQ	IQ	Requires authorised personnel.

A2. Abortive Visit Charges

Activity	Normal Hours	Out-of-Hours (OOH)
Abortive visit	£71	£196

A3. Service Termination Activities

Activity	Normal Hours	Out-of-Hours (OOH)	Notes
No fault found / wrong category	£316	£352	Charge applies even if no work completed.
Defects caused by meter change/installation (attendance only)	£316	£352	Attendance charge only.
Cut-out replacement (where not unsafe)	IQ	IQ	Individually quoted.

A4. Other Ancillary Services to Use of System

Activity	Charge
Support for safe isolation	IQ
Enhanced technical information provision	IQ

16. Annex B – Compliance Map (SLCs & DCUSA)

Obligation	How Met
SLC 6 – Information Provision	Statement published and maintained; content provides clarity on services and charging.
SLC 12–14 – Terms & Charges	Service catalogue and price structure (transactional vs IQ) clearly set out.
SLC 15/15A – Connection Standards	Relevant energisation interfaces referenced where applicable.
SLC 19 – Non-Discrimination	Uniform charging rules: IQ used only for complex cases with cost justification.
DCUSA Section 25 & competencies	Who may undertake de-/re-energisation clarified; competence requirements acknowledged.
DCP394 (MEM/SIP roles)	Recognition of REC-accredited provider roles for de-/re-energisation where permitted.
DCP440 (de-energised consumption)	Note on DUoS charging for consuming de-energised sites and status correction from April 2027.