



SP Manweb
Miscellaneous Services Statement

Effective from 1st April 2022

Version 1.0

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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;
 - Revenue protection services; and
 - Radio tele-switching services;

Charges for Energisation, De-energisation and Re-energisation

- 1.3. 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

- 1.4. 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.
- 1.5. 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.
- 1.6. Where the visit is to a larger business site, is other than normal working hours, 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:	£ 31.00

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.	

Disconnection of Site

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

Service Termination Issues

1.7. 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 of installation and, in our reasonable opinion, was caused by the change installation.

1.8. 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.

Charges for Service Termination Related Activities:		
	Normal Appointment	Out of Hours Appointment
No fault found	£ 251.68	£ 280.79
Fault reported under the wrong category	£ 251.68	£ 280.79
Defects caused by meter change or installation – attendance charge only	£ 251.68	£ 280.79
Replacement of Cut-Out	Individually Quoted	

1.9. Where a service alteration is required in order to facilitate a meter change or installation, this must be requested under the connections application process and as such will be charged in line with our ‘Statement of Methodology and Charges for Connection’.

Revenue Protection Services

1.10. The way in which some ancillary services are provided will depend on site-specific requirements and/or Supplier or IDNO instructions.

1.11. An administration charge will be payable by the Supplier or IDNO, where substantial evidence of meter interference or damage to our installation is found, which leads to action being taken.

1.12. The charges listed are for the service provided only (meter costs or other equipment to complete the job are excluded) and therefore should be taken as indicative only.

Charges for Revenue Protection Services:	
Replace prepayment meter with another	£ 102.36
Replace time/teleswitch: If associated with meter replacement If not associated with meter replacement	Individually Quoted £ 102.36
Replace credit meter with prepayment meter or like for like: Single phase credit meter Polyphase meter CT meter	£ 102.36 £ 158.24 Individually Quoted
Replace: Cut-out Meter board Terminal cover (if not interference related) Terminal cover (if interference related)	Individually Quoted Individually Quoted Materials Costs only £ 88.36
Fit additional security devices	Individually Quoted
De-energise supply by withdrawal of fuses during normal working hours: Normal and no inspection required Normal including inspection More complex de-energisations Re-energisation after RPS de-energisation	£ 37.25 £ 88.36 Individually Quoted £ 37.25
Revisit de-energised supply (excluding first visit within 14 days which is provided as part of the standard service)	£ 37.25
Revisit customer previously suspected of tampering: Excluding full inspection Including full inspection	£ 37.25 £ 88.36
Obtain a rights of entry warrant	Individually Quoted
Provide witnesses for any court proceedings	Individually Quoted

Other Services Ancillary to Use of System

Other Services

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

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.