

Consultation on proposed transactional charges associated with electricity metering activities

June 2015



About the Utility Regulator

The Utility Regulator is the independent non-ministerial government department responsible for regulating Northern Ireland's electricity, gas, water and sewerage industries, to promote the short and long-term interests of consumers.

We are not a policy-making department of government, but we make sure that the energy and water utility industries in Northern Ireland are regulated and developed within ministerial policy as set out in our statutory duties.

We are governed by a Board of Directors and are accountable to the Northern Ireland Assembly through financial and annual reporting obligations.

We are based at Queens House in the centre of Belfast. The Chief Executive leads a management team of directors representing each of the key functional areas in the organisation: Corporate Affairs; Electricity; Gas; Retail and Social; and Water. The staff team includes economists, engineers, accountants, utility specialists, legal advisors and administration professionals.

Our Mission

Value and sustainability in energy and water.

Our Vision

We will make a difference for consumers by listening, innovating and leading.

Our Values

Be a best practice regulator: transparent, consistent, proportional, accountable, and targeted.

Be a united team.

Be collaborative and co-operative.

Be professional.

Listen and explain.

Make a difference.

Act with integrity.

Abstract

It is becoming apparent that meter tampering is a growing issue in the electricity industry and the regulatory framework must be capable of responding to developments in the industry. There are a number of issues relevant in the context of tampering and related events. The purpose of this consultation is to obtain stakeholder feedback on a number of aspects related to transactional charges associated with meter tampering - including levying of charges, liability for charges and the nature of such charges.

Audience

Electricity consumers, consumer groups, electricity industry participants, statutory bodies and the wider stakeholder body.

Consumer impact

All electricity customers are paying for the impact of meter tampering and the regulatory framework should address this issue in order to ensure customers are paying fairly for the services they use.

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Introduction

Background to consultation

1. The Utility Regulator's (UR's) duties include protecting the interests of present and future consumers of energy and water. We are vigilant to issues which could impact on consumers' interests. There is increasing evidence of meter tampering from both suppliers and the distribution network operator (Northern Ireland Electricity Limited or NIE). The regulatory framework must be capable of responding to the changing and dynamic nature of tampering.
2. Tampering with electricity meters may cause serious problems such as fire, explosion, electrocution, damage to neighbouring premises, endangering of emergency services personnel and even death.
3. Meter tampering is a criminal activity that may be dealt with through the justice system and courts. However, meter tampering may also have an impact on the following areas: health and safety, electricity and theft detection, networks, competition and accuracy and cost reflectiveness of customer billing.
4. Following the Competition Commission's determination on NIE's RP5 price control, and concerns in relation to meter tampering, NIE has proposed to provide an additional service to suppliers whereby a supplier could request NIE to change a keypad meter that the supplier suspects has been tampered with. In that case, NIE would levy what is termed, a 'transactional charge'.
5. This paper aims to obtain views from stakeholders and interested parties on whether or not this transactional charge should be applied by NIE, and if so, the level and liability of these charges.

6. We must have regard to our general duties and principal objectives to consumers in assessing this area and the responses to this consultation.

Legislative background

7. Meter tampering should be addressed by suppliers and/ or NIE in line with their duties. Overarching primary guidance is provided in the Electricity Order 1992¹. Guidance is also provided within suppliers' licences. From a legislation point of view a disconnection should only be based upon where an offence has been committed, not a belief from the supply company that the meter has been tampered with.

Electricity Order 1992

8. The Electricity Order 1992 Article 12 allows for disconnection of electricity supply where an offence has been committed, and describes the penalties associated with tampering (refer to Annex 1 for relevant extracts).

Supplier Licences

9. Supplier responsibilities in respect of meter tampering activities are defined in their respective licences. In particular, Condition 17 of supplier licences defines their responsibilities in relation to the theft of electricity, damage to electrical assets and interference with meters (refer to Annex 1 for relevant sections of Condition 17 of Supplier licences).

¹ <http://www.legislation.gov.uk/nisi/1992/231>

Market Registration Code

10. The NIE Market Registration Code² also provides guidance in relation to responsibilities regarding disconnection.

Purpose of consultation

11. The purpose of this consultation is to obtain stakeholder and interested party feedback on issues relating to transactional charges for meter tampering including:

- Whether or not it is appropriate for NIE to apply a transactional charge;
- The level of transactional charges and the breakdown of costs that the transactions charges should cover; and
- Who should be liable to pay the transactional charge following meter tampering?

How to Respond

12. The UR welcomes all stakeholder views and comments on the proposals set out in this consultation paper.

13. In addition, we are interested in obtaining views on whether there are other important issues that respondents consider relevant in this context which have not been considered within this Consultation. Please outline your views on relevant areas and their impact, where appropriate.

² http://www.uregni.gov.uk/uploads/publications/20120521_MRC_Final_2.pdf

14. The consultation period will close at **5pm on Friday 3rd July 2015.**

Responses should be sent to:

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15. Your response to this consultation may be made public by the UR. If you do not wish your response or name made public, please state this clearly by marking the response as confidential. Any confidentiality disclaimer that is automatically produced by an organisation's IT system or is included as a general statement in your fax or coversheet will be taken to apply only to information in your response for which confidentiality has been specifically requested.

16. Information provided in response to this consultation, including personal information may be subject to publication or disclosure in accordance with the access to information regimes; these are primarily the Freedom of Information Act 2000 (FOIA) and the Data Protection Act 1998 (DPA). If you want the information that you provide to be treated as confidential, please be aware that, under the FOIA, there is a statutory code of practice with which public authorities must comply and which deals, amongst other things, with obligations of confidence.

17. In view of this, it would be helpful if you could explain why you regard any information provided as confidential. If we receive a request for disclosure of the information we will take full account of your explanation but cannot give an assurance that confidentiality will be maintained in all circumstances. An automatic confidentiality disclaimer generated by your IT system will not, of itself, be regarded as binding on the Authority.

Equality impacts- Section 75 of the Northern Ireland Act 1998

18. As a public authority, the UR has a number of obligations arising from Section 75 of the Northern Ireland Act 1998. These obligations concern the promotion of equality of opportunity between:

- persons of different religious belief, political opinion, racial group, age, marital status or sexual orientation;
- men and women generally;
- persons with disability and persons without; and
- persons with dependants and persons without.

Question 1. Respondents are asked to provide any information or evidence they have which relates to the equality impact of the proposals in this paper.

Transactional Charges

19. At present the Distribution Network Operator, (DNO), NIE, acts as the Meter Service Provider for all electricity suppliers. This includes activities including meter reading and the submission of these readings to the relevant electricity supplier who sends out a bill or uses the information to update the account for each of their customers. The cost associated with such services are spread across suppliers and paid for as part of the DUoS (Distribution Use of System) charges which in turn are recovered by suppliers from electricity customers.

20. In addition to these metering services, NIE may also charge suppliers for a range of 'transactional services' that support the competitive retail supply market which include metering fieldwork services and non-fieldwork services. Additional information on the types of transactional charges is included at Annex 3. Current arrangements also provide for a range of transactional services associated with meter tampering activities (termed Revenue Protection services).

Metering responsibilities

21. Electricity suppliers have an obligation to take all reasonable steps to detect and prevent the theft of electricity and interference and damage to electrical equipment. Suppliers should take measures to prevent theft and additionally prevent further theft once theft has been identified.

22. NIE is currently contracted on behalf of suppliers to provide meters and undertake meter reading activities. In addition, NIE provides a range of Revenue Protection services on behalf of suppliers.

Revenue Protection

23. Currently suppliers are working in conjunction with NIE in order to identify suspected cases of meter tampering. Suppliers and/ or NIE could identify instances of suspected meter tampering.
24. The term 'Revenue Protection' is used in the electricity industry to describe those activities designed to detect and prevent illegal abstraction of electricity (and electricity theft) and to collect monies associated with that abstraction.
25. The standard Revenue Protection services provided by NIE include the inspection of meters in situ in customers' premises where reports of suspected interference have been received.
26. Following increasing concerns of tampering with meters, NIE has proposed to provide an additional service to suppliers whereby a supplier could specifically request NIE to change a keypad meter that that supplier suspects has been tampered with.
27. This would be a non-standard optional service not covered under DUoS charges. Rather each work request would incur a transactional charge paid directly by the supplier making the request.
28. The purpose of this consultation is to obtain views on extending liability, levying and level of any such charges.

Costs or charges to be applied

29. There are several options for liability for charges – these could be borne by the DNO, borne by the supplier, or passed on by the supplier directly to the responsible consumer or passed on to the body of consumers via an alternative mechanism.
30. It is imperative that charges relating to any activity undertaken to detect, prevent or investigate the theft of electricity are reasonable and that any

charges applied to consumers are proportionate and reflective of costs experienced by the industry.

31. We welcome feedback as to whether it is appropriate to levy transactional charge in respect of meter tampering activities.

Question 2. Respondents are asked for their views on whether it is appropriate to levy a transactional charge with supporting reasons provided. In addition, respondents are asked for their views on which party should be liable for such a transactional charge and in which circumstances, with supporting reasons provided.

32. We welcome feedback as to whether transactional charges should only be passed on directly to consumers where there is **proof** of meter tampering.

Question 3. Respondents are requested for feedback as to whether transactional charges should only be levied on meter tampering being **proven** and that no such charges are levied unless conclusive proof is obtained.

NIE Revenue Protection Services

33. The Competition Commission (CC) (now the Competition and Markets Authority) in its Final Determination on RP5 decided that NIE should bear 50% of the costs from revenue protection activities as well as retaining 50% of revenues associated with Revenue Protection activities. The CC further ruled that the income falling under these arrangements should include³:

- Money recovered by NIE from an electricity consumer in relation to NIE's powers in relation to illegal abstraction of electricity;

³ <https://assets.digital.cabinet-office.gov.uk/media/534cd495ed915d630e00003f/final-determination.pdf> Page 6-6

- Income recovered from 3rd parties to cover the cost of network repairs or other repairs associated with illegal abstraction; and
 - Income NIE generates from provision of revenue-protection services to 3rd parties.
34. These arrangements incentivise NIE to maximise the recovery of monies relating to the illegal abstraction of electricity by allowing the benefits of recovered monies to be shared equally between them and customers. In practice, under the established retail market arrangements, NIE does not recover revenue directly from electricity consumers (this is the role of suppliers), unless in exceptional cases of unauthorised supply to premises not registered with a supplier. Therefore, this mechanism may not provide for recovery of costs associated with meter tampering.
35. These arrangements allow NIE to recover the costs of repairs associated with illegal abstraction. However in most cases, meter tampering may not result in damage to the meter or associated equipment.

Metering Programme - Competition Commission Decision

36. In its Final Determination for the RP5 price control, the CC provided cost allowances for metering based largely on a volumetric basis and certification requirements.⁴
37. Meter Certification involves the replacement of old-style meters which have never been certified, while recertification is driven by a legal requirement to replace meters upon expiry of their certification after a specified period of time. Certification lives are defined in legislation and include keypad meters which generally have a certification life of 15 years.
38. NIE has commenced an extensive programme of meter certification, with circa 142k 'credit' meters to be replaced over the remainder of the current price control period which ends in 2017 (RP5).

⁴ <https://assets.digital.cabinet-office.gov.uk/media/534cd495ed915d630e00003f/final-determination.pdf> (Refer to D1 Page 5-11 for further details).

39. In addition the CC provided allowances for recertification of keypad meters and approximately 72k of these are due to be replaced by the end of RP5. This programme will inadvertently also assist in replacing a number of keypad meters which have been tampered with.

Transactional charges for meter tampering activities

40. Following the CC determination and increasing concerns on meter tampering, NIE has proposed to provide an additional service to suppliers whereby a supplier could specifically request NIE to change a keypad meter that that supplier suspects has been tampered with.

41. These charges are additional to the RP5 allowances and are shown in highlighted text in page 2 of Annex 2. These charges have been calculated as the net cost of NIE providing the service taking account of any RP5 allowances that could be applied.

42. The proposed transactional charge for NIE to replace a keypad meter on an initial visit is £58 (15-16 prices). This represents 57% of the estimated cost (chargeable to the supplier requesting the meter change), with the remaining cost being spread across all suppliers and paid for through DUoS charges.

43. An additional charge of £56 would apply for a repeat visit if NIE is unable to gain access first time. This charge has been calculated as twice the existing transactional charge of £28 (for single operative) based on the need for two operatives for revenue protection work. Charges are illustrated in Annex 2.

44. For the avoidance of doubt, the standard conditions for transactional services provided by NIE would also apply in this case. These conditions are set out in Annex 3 (appendix 2).

45. We welcome feedback on the transactional charges proposed by NIE in Annex 2 on whether they are considered representative and cost reflective

(with supporting reasons, where possible). In addition, we welcome feedback on the types and monetary value of suggested costs that should be encompassed by transactional charges – examples could include the cost of meter replacement, labour, travel costs, meter testing costs upon removal, etc.

Question 4. Respondents are asked for their views on what types of charges should and/ or could be recovered via transactional charges and the rationale. We would be grateful if respondents could include a breakdown of elements within such charges and appropriate monetary levels for unit costs.

Identification of tampering

46. As the costs associated with electricity theft are added to all consumers' bills, reducing theft would be of benefit to all consumers. Indication that a meter has been tampered with include: tip-offs, meter inspections, suspicious consumer behaviour, tamper alerts and high-level analysis of annual/ quarterly consumption data.
47. It is also important these circumstances are investigated comprehensively since there may be for example a rational reason for example for a change in consumption (e.g. redundancy, retirement, occupancy patterns, etc.).
48. In addition, it is imperative that consumers who have unrecorded supply or safety concerns following accidental damage are treated fairly; as such situations may not reflect deliberate attempts to steal electricity.
49. All suppliers and DNOs should work together to identify improvements in the prevention, detection and investigation of tampering.
50. In the event that meter tampering is known or suspected, customers may contact their supplier or the Network Operator, NIE with the details⁵. All

⁵NIE contact details may be found at: <http://www.nie.co.uk/> or alternatively the Customer Contact number is: 03457 643 643

information will be kept confidential, and the source will remain anonymous.

Vulnerable customers

51. In all situations consideration should be given to vulnerable customers and their specific requirements- particularly in instances where they are not responsible for, but are impacted by meter tampering.

Question 5. We welcome views from respondents as to what measures should be taken to protect vulnerable customers in the context of meter tampering and transactional charges.

Code of Practice on Energy Theft

52. The Utility Regulator's Forward Work Programme for 2015-16 identified the need for a Code of Practice on Energy Theft⁶ for supplier and network companies. In addition, respondents may be interested in the Code of Practice considerations which are discussed in the Utility Regulator's Consumer Protection Strategy which closes on 12th June 2015 and may be accessed at:

http://www.uregni.gov.uk/uploads/publications/Consumer_Protection_Strategy_Consultation_-_March_2015.pdf.

⁶ http://www.uregni.gov.uk/uploads/publications/Forward_work_programme_2015-2016.pdf

Provision of information to consumers following identification of meter tampering

53. It is essential that suppliers and/ or network operators provide the consumer with clear information regarding next steps following the identification of meter tampering – including relevant contact details, payment mechanisms, how to get reconnected and the dangers of tampering with meters.

Supplier issues

54. We welcome comments and feedback relating to the treatment of transactional charges, should the responsible customer be in the process of switching or have already switched supplier.

Question 6. Respondents are asked for comments on how a transactional charge should be treated and/ or recovered should a customer be in the process of switching/ have switched supplier.

Summary of Consultation Questions

Respondents are asked for their views on the following:

Question 1. Respondents are asked to provide any information or evidence they have which relates to the equality impact of the proposals in this paper.

Question 2. Respondents are asked for their views on whether it is appropriate to levy a transactional charge with supporting reasons provided. In addition, respondents are asked for their views on which party should be liable for such a transactional charge and in which circumstances, with supporting reasons provided.

Question 3. Respondents are requested for feedback as to whether transactional charges should only be levied on meter tampering being **proven** and that no such charges are levied unless conclusive proof is obtained.

Question 4. Respondents are asked for their views on what types of charges should and/ or could be recovered via transactional charges and the rationale. We would be grateful if respondents could include a breakdown of elements within such charges and appropriate monetary levels for unit costs.

Question 5. We welcome views from respondents as to what measures should be taken to protect vulnerable customers in the context of meter tampering and transactional charges.

Question 6. Respondents are asked for comments on how a transactional charge should be treated and/ or recovered should a customer be in the process of switching/ have switched supplier.

Annex 1 – Legislation extracts

Article 12 of the Electricity Order 1992

(1) If any person intentionally or by culpable negligence

(a) alters the register of any meter used for measuring the quantity of electricity supplied to any premises by an electricity supplier; or

(b) prevents any such meter from duly registering the quantity of electricity supplied,

he shall be guilty of an offence and shall be liable on summary conviction to a fine not exceeding level 3 on the standard scale.

(2) Where any person is prosecuted for an offence under sub-paragraph (1), the possession by him of artificial means for causing an alteration of the register of the meter or, as the case may be, the prevention of the meter from duly registering shall, if the meter was in his custody or under his control, be prima facie evidence that the alteration or prevention was intentionally caused by him.

(3) Where an offence under sub-paragraph (1) has been committed, the supplier may discontinue the supply of electricity to the premises until the matter has been remedied and remove the meter in respect of which the offence was committed.

(4) Where an electricity supplier removes a meter under sub-paragraph (3), he shall keep it safely until the Director authorises him to destroy or otherwise dispose of it.

Condition 17 of Supplier Licences

1 The Licensee shall (and shall ensure that its agents) take all reasonable steps to detect and prevent:

(a) the theft of electricity at premises which are supplied by it;

(b) damage to any electrical plant, electric line or electricity meter through which such premises are supplied; and

(c) interference with any electricity meter through which such premises are supplied.

2 The Licensee shall, as soon as is reasonably practicable, inform the owner of the relevant electrical plant, electric lines or meter of any incident where it has reason to believe:

(a) there has been damage to any electrical plant, electric line or meter; or

(b) there has been interference with any meter to alter its register or prevent it from duly registering the quantity of electricity supplied.

3 Where the Licensee has reason to believe that any incident reported to the owner in accordance with paragraph 2 has been caused by the criminal act of any person it shall, on complying with the requirement of that paragraph, provide the owner with such information as is reasonably required for the purposes of investigating the incident and resolving any safety concerns arising out of it.

4 The Licensee shall inform the owner of its policy in relation to incidents of the type referred to at paragraph 3, and in particular of the circumstances in which it requires the Transmission Owner to remedy such incidents by the use of:

(a) the substitution of alternative meters;

(b) the provision of prepayment meters; and

(c) the discontinuation of supply to the premises at which the incident occurred

Annex 2

KEYPAD METER REPLACEMENT

REVENUE PROTECTION PROGRAMME TO ADDRESS 5K METERS IDENTIFIED BY SUPPLIERS AS SUSPECTED TAMPERING

Estimated Costs - 20 March 2015

Assumptions	Proportion	Price Control	Notes:
		Allowance	
Programme Volume:	5000		Proportion assigned assuming the 5k sample will reflect the mix of the overall KP population.
Meters will fall into 3 broad categories:-			
1. Meter replaced - overlap with Recert Programme	1000	20%	Partly Meters installed prior to 1 Oct 2002 (and falling out of certification in RP5)
2. Meter replaced - scrapped early (residual cert life)	1500	30%	Partly Meters installed between 1 Oct 2002 and 31 Dec 2006
3. Meters modified offsite - and redeployed at a later date	2500	50%	None Meters installed since 1 Jan 2007 - worth the cost of retrofitting software and reusing (meter removed and sent to manufacturers for retrofitting).

Analysis

Replacement Costs recovered through a mix of transactional charges and price control allowances

2009/10 price base	Allowance		Cost		
	per meter - £	Total - £	per meter - £	Total - £	
<i>Allowance assumes application of Keypad 'Other' allowance - to align this work with other supplier-driven work. Ref: Table 10.13 CCFD.</i>					
<i>Costings based on KP recert allowance of £76.51 per meter (£21.45 labour; £55.05 materials). Ref: Table 10.12 CCFD.</i>					
1. Overlap with Recert Programme	72	72,000	106.53	106,530	<i>Cost: Assumes work will require 2 men because of RP considerations. Also - typically RP jobs take 20% longer than scheduled appointments. Result - labour cost increased by 2.4 times allowance.</i>
2. Other replacements (scrapped early)	72	108,000	106.53	159,795	<i>Allowances: assumes such replacements qualify for consideration under general KP allowances.</i> <i>Cost: assumptions as per above. Labour cost increased by 2.4 times allowance.</i>
3. Meters modified - rather than replaced	0	0	61.08	152,700	<i>Allowances: none assumed as the meters aren't actually replaced.</i> <i>Cost: Assumes labour costs as above. Cost of retrofitting as quoted by manufacturer - £9.60 in 09/10 prices.</i>
TOTAL		£180,000		£419,025	

Unrecovered cost (to be charged to suppliers)	£239,025	57%
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Transactional Charges per meter

1. Replace keypad meter upon request - initial visit	£47.81	09/10 prices	£239k recovered over 5k meter replacement requests
	£58	15/16 prices	1.2169

Suppliers would also be subject to other charges (for optional services they request)

2. Second Visit	£56	Charge for a repeat visit if NIE is unable to gain access first time. Charge equates to twice the existing transactional charge of £28 (for single operative) based on the need for two operatives for revenue protection work.
3. Serve Warrant	£40	Existing transactional charge.

Note: Cost of Warrants to gain access - borne by the Supplier

Annex 3- NIE's Transactional charges



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

Issue 4 - April 2011

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 1st 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 1ST 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

Charge code	Description of Activity	Circumstances when Chargeable	Standard Charge (Excl VAT)
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

Charge code	Description of Activity	Circumstances when Chargeable	Standard Charge (Excl VAT)
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 nd visit)	0	Complete	Standard Charge	£323
Land Line HH Communication	3 (completed on 3 rd 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 st visit)	0	Complete	Standard Charge	Standard Charge
Other Fieldwork	2 (completed on 2 nd visit)	1	Complete	Standard Charge + 1 Repeat Visit Charge	Standard Charge + £28
Other Fieldwork	3 (completed on 3 rd 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

Activity	Background of Activity	Circumstances when Chargeable	Standard Charge (Excl VAT)
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