

ESP Electricity Ltd
Miscellaneous
Service Charges
Statement

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1. INTRODUCTION



This statement has been produced by ESP Electricity Ltd (ESPE) to inform Suppliers, Generators and Independent Distribution Network Operators (together “Users”) of our transactional based charges. These charges are for activities that support the competitive electricity supply market and will be billed by us on an individual basis for any service that is requested or needed as a result of an emergency or requirement for remedial action.

ESPE’s charging statements regarding the;

- Distribution Use of System (DUoS) Charges;
- DUoS Charging Methodology Statement;
- Meter Point Administration Charges; and
- Connection to and Use of System

are all published separately in the Library section of ESPE’s website: www.espug.com.

To request any of the services listed in this Statement of Miscellaneous Services Charges, please contact ESPE’s Operations Department on:

- 01372 587 777

Or by emailing:

- especontrol@espug.com

2. Definitions

BSC	Balancing and Settlement Code.
Connection Point	means a point at which the Distribution System of the Company Connects to the metering equipment.
CUSC	Connection and Use of System Code.
Data Collector	has the meaning as defined under DCUSA.
DCUSA	Distribution Connection and Use of System Agreement.
De-energise	has the meaning as defined under DCUSA.
Disconnect	means to permanently De-energise an Exit/ Entry Point by the removal of all or part of our equipment.
Disconnection Notice	means a notice sent by the User to ESPE requesting that ESPE Disconnect one or more of the Connection Points.
Distribution System	means the system consisting of electric cables owned or operated by ESPE that are used for the distribution of electricity.
DNO	(Distribution Network Operator) means a party that holds a Distribution Licence and is responsible for operating the networks that connect electricity consumers to the national transmission system and provide interconnection with embedded generation. There are 14 regional Distribution Network Operators..
DUoS	Distributed Use of Service.
EHV	Extra High Voltage: more than 22kV but not more than 72kV.
End User	means a consumer of electricity.
Energise	has the meaning as defined under DCUSA.
ESPE	ESP Electricity Limited.
Generator	means a person from whom a Supplier purchases, or proposes to purchase, electricity, at an Entry Point.
HH	Half Hourly.
HV	High Voltage: more than 1kV but not more than 22kV.
IDNO	Independent Distribution Network Operator.
LV	Low Voltage: not more than 1kV.
Meter Operator	means persons who install, commission, test, maintain, rectify faults and provide a sealing service in respect of electricity Metering Equipment.
MPAN	Meter Point Administration Number: the unique reference Number representing the connection where a meter joins the Distribution System.
MPAS	Metering Point Administration Services.
MRA	Master Registration Agreement.
NETS	National Electricity Transmission System.
Radio Teleswitching	means the process to allow the remote switching of large numbers of electricity meters between different tariff rates.
Re-energise	has the meaning as defined under DCUSA.
Revenue Protection Service	has the meaning as defined under DCUSA.

Supplier	means a person or organisation that holds a Supply Licence.
Use of System Charges	are charges associated with the connection to and use of the electricity distribution network.
Users	a Supplier, Generator or DNO.

3. Transaction Charges for Energisation, De-Energisation and Re-Energisation Services

Where a User requests Energisation, De-Energisation and Re-Energisation Services, charges apply for (but are not limited to) the following services:

- Energise, De-Energise or Re-Energise by insertion or withdrawal of fuses.
- Visit involving actions other than, or in addition to, insertion or withdrawal of fuses.
- Visit is otherwise exceptional.
- Repeat visits to de-energised sites.
- Visit to permanently disconnect all or any of the connection equipment.

ESPE reserves the right to apply site-specific charges on a **time and materials basis** for all works to provide energisation, de-energisation and re-energisation services regardless of voltage range.

Additional Notes

In order to request works, please use the contact details in Section 1.

ESPE's Operations Department will respond to a request for a quotation for a single service LV connection to the User within 5 working days.

Where multiple LV connections are requested; ESPE's Operations Department will respond to a request for a quotation within 25 working days.

Where HV connections are requested; ESPE's Operations Department will respond to a request for a quotation for a single service LV connection within 35 working days.

Where EHV connections are requested; ESPE's Operations Department will respond to a request for a quotation for a single service LV connection within 65 working days.

ESPE requires a minimum of 5 working days' notice from a request made to ESPE's Operations Department for an LV connection, or a minimum of 10 working days' notice for an HV connection, or such other period as may be specified in any agreement between ESPE and a User.

Please note that for HV de-energisations, ESPE reserves the right to extend the notice period due to network considerations or out of hours resourcing. ESPE also reserves the right to cancel the de-energisation as a consequence of severe weather forecasts or actual impact on ESPE's system or resources. In these cases the de-energisation will be re-scheduled accordingly.

De-energisation and subsequent re-energisation by ESPE resulting from a User's failure to comply with the terms of the DCUSA will be at the User's expense.

As part of ESPE's commitment to safety, ESPE periodically visit sites that ESPE deem to be potentially 'vacant premises'. This is determined by energisation status. ESPE will advise the appropriate Supplier where ESPE believes the energisation status is incorrectly recorded. ESPE would then expect the Supplier to conduct their own investigation into the status, and, if appropriate, to correct that status.

If ESPE re-visit the site (usually after a period of at least six months), and it is still recorded as de-energised and, as a result of this second (or subsequent) visit, ESPE believe it to be energised, then ESPE reserve the right to individually invoice the Supplier on a **time and materials basis** for the second and any subsequent visit.

Please also refer to Section 4: Services Ancillary to Use of System and charges for the estimation of HH consumption values.

Users wishing to request a disconnection must submit a Disconnection Notice in accordance with the requirements of the DCUSA clause 6.1.

LV service termination equipment will normally be removed within 15 working days from receipt of a Disconnection Notice submitted to the contact details in Section 1.

Following a request ESPE will respond to requests to remove HV substation plants within 10 working days. These works are highly bespoke; legal and DNO involvement are frequently required. ESPE does not give an indicative timeframe for completion of these works.

In the case of EHV connections ESPE should be consulted at an early stage and a programme for the removal of equipment will be subject to individual assessment. ESPE does not give an indicative timeframe for completion of these works.

4. Services Ancillary to Use of System

Service Termination Issues

When a defect with our service termination equipment (otherwise referred to as the emergency cut-out) at any premise is reported to us (e.g. the receipt of a D0135), we will normally rectify the defect free of charge unless one or more of the criteria in the list below applies:

- ESPE is 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 on ESPE's network equipment.
- A defect has been reported under the wrong fault category.
- A defect is within six months of a meter change or installation and, in ESPE's reasonable opinion, was caused by the change or installation.
- Replacement of ESPE's service cut-out is requested and it is not in an unsafe condition and can be operated by suitably trained and equipped personnel.
- A service termination alteration is requested to facilitate a meter change.
- Where damage has been caused by any User or agent thereof.

Charges shown in the list above will be levied on the registered Supplier of the MPAN at the time of the request; these will be individually invoiced on a **time and materials basis**. 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.

Estimation of Half Hourly (HH) Consumption Values for HH MPANs

Where a connection point is energised in MPAS (or deemed to be energised following ESPE's investigations), and the consumption values for settlement dates concerned have not been received from the Supplier's appointed Data Collector (in accordance with the BSC), or in a file format as defined in ESPE's DUoS Charging Statement, ESPE will estimate the HH consumption values and charge in accordance with DCUSA Clause 43.

In this scenario, a transactional charge of £50.00 will be levied for each MPAN for each settlement period where estimation is required.

Other Services

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

Transactional charges for services to provide connection to, and use of, the National Electricity Transmission System (NETS) under CUSC will be individually quoted.

5. Administration and Accounting Charges

ESPE reserves the right to impose payment default remedies. The remedies are as set out under Clause 23 of DCUSA where applicable.

If any invoices that are not subject to a valid dispute remain unpaid on the due date, late payment interest (calculated at base rate plus 8%) and administration charges will be imposed.

Our administration charges will be levied in line with the Late Payment of Commercial Debts (Interest) Act 1998.

6. Transaction Charges for Revenue Protection Services

ESPE does not offer Revenue Protection Services (RPS). Suppliers must make their own arrangements for the provision of this service.

If ESPE are required to assist the Supplier with RPS, then all services will be charged for and invoiced on a **time basis**.

Where a Supplier requests assistance from ESPE regarding an RPS visit and access is gained to undertake the activity on a first visit basis, charges apply for (but are not limited to) the following services on a **time and materials basis**:

- Replace damaged cut out.
- Replace damaged meter board.
- Replace damaged seals on terminal cover or cut-out.
- Fit additional security devices.
- Fit isolator switch.
- De-energise by withdrawal of fuses.
- Re-energisation after RPS de-energisation.
- Re-visit de-energised supply.
- RPS visit at Supplier's request.

Should any additional visits be required, these will be also individually invoiced on a **time and materials basis**.

7. Radio Teleswitching Services

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

If ESPE subsequently chooses to provide such services, charges will be individually determined to reflect the level of service required. Any agreed terms will be included in an agreement between the Supplier and ESPE.

8. Transaction Charges for Urgent Metering Services

ESPE does not offer an Urgent Metering Service except where a safety issue is identified. Users are advised that they will need to make their own arrangements for the provision of this service.

If ESPE carry out Urgent Metering Services in the event of a safety issue discovered during a site visit, the service is limited to an “Isolate and Make Safe” facility. This will be charged on a **time and materials basis** to the registered Supplier of the MPAN.

9. Further Information

ESPE works constantly to ensure that the service provided is of high standard. Should you require further information on services listed in this statement, please contact us using the details below;

■ 01372 587 777

or by emailing;

■ especontrol@espug.com

Any disputes that have been raised should be resolved in the first instance between the disputing party and ESPE's Operations Department; these will be escalated internally as required.

In the event a dispute cannot be resolved, then the procedures laid out under Schedule 4 of the DCUSA apply.

10. Appendices

Appendix A: Useful Contacts and Addresses

Ofgem
10 South Colonnade
London
E14 4PU

Tel: (0207) 901 7000
Fax: (0207) 901 7066

Website: <https://www.ofgem.gov.uk/>

Health and Safety Executive
Rose Court
2 Southwark Bridge
London
SE1 9HS

Tel: (0845) 345 0055

Website: <http://www.hse.gov.uk/>

Ombudsman Services
PO Box 966
Warrington
WA4 9DF

Telephone: 0330 440 1624
Textphone: 0330 440 1600

E-mail: osenquiries@os-energy.org

Website: www.ombudsman-services.org/energy



For more information on the content of this document please contact us at the following address:

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Mole Business Park
Leatherhead
Surrey
KT22 7BA

Tel: 01372 587 500
Fax: 01372 377 996
Email: Regulation@espug.com

