

## A guide to Third Party ad-hoc metering charges

### Meter Agents

A meter operator agent (MOP) is responsible for installing and maintaining your meter, and - when it is remotely read - for the telecommunications required to send consumption data to your energy supplier.

If work needs to be carried out on your meter, the MOP will charge for the work completed.

Data collector agents (DCs) will also pass-through additional charges for manual reads taken when meter communications are not working, and for special read requests.

If you have a direct contract in place with a MOP or DC of your choice, any additional charges will be invoiced to you directly by your appointed agents.

If you do not have direct agent contracts in place, ENGIE will appoint a MOP, DC and/or DA on your behalf. Any work completed will be invoiced to ENGIE and subsequently passed through on your energy supply invoice for you to pay.

### Ad-hoc charges which may be incurred

| Charge                                | Description of charge  | Additional information   |
|---------------------------------------|--|--|
| Ad-hoc site visit/fault investigation | Where a site visit is required to collect information, read data or investigate a fault. The charge will be passed through on your invoice.  |  |
| Hand-Held Read (HHR)                  | Where a Half Hourly (HH) meter stops dialling (due to a fault) and the HH data collector is unable to collect HH data, they are required, under industry guidelines, to visit your site and manually download the data from your meter. Depending on the size of your meter this can be anywhere between one to five times in a month, and each charge will be passed onto your invoice. This ensures you will continue to be billed to actual data regardless of the fault on your HH meter. Please be aware you will still get charged if the data collector is unable to access your site. The charge incurred will depend on the agent you have appointed. | To reduce your likelihood of incurring HHR charges you should contact your contracted meter operator (MOP). Make sure they are aware of the fault and organise access for a site visit to fix the meter. Once the meter is fixed, the HHR charges will stop. |
| Ancillary equipment/contractors       | Where additional equipment is required to increase the signal at site, we might have to suggest installing additional equipment and/or utilise additional contractors to install the necessary equipment. The charge will be passed through on your invoice.   | We will always notify you of the quote received and we will only carry out the works and pass through the charge onto your invoice if you have accepted the quote.   |
| Change of energisation                | Where a request is made for the Distribution Network Operator (DNO) to energise, de-energise or disconnect your meter the charge will be passed through on your invoice.   |  |

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| Loss of meter assets /<br>Non-return of meter<br>assets          | You pay a meter rental charge as part of your invoice, meter rental covers the charges for all the services that relate to the provision, maintenance and reading of your electricity meter, including the provision of meter data to your supplier. Where the meter is removed and not returned to the manufacturer, or Meter Asset Provider (MAP), there is a charge applied which covers the remaining rental period of the meter. The charge will be passed through on your invoice. | You can help to reduce this charge by ensuring the engineer returns the meters that are removed to the Meter Asset Provider (MAP).   |
| Meter accuracy/meter<br>proving test                             | Where a dispute is raised regarding the reliability of a meter, we can ask the meter operator (MOP) to carry out a meter accuracy test. Where the accuracy of the meter is proven to be within a reasonable margin, the charge for undertaking the test will be passed through on your invoice. Where the meter is proven not to be accurate, no charge will be incurred.  | Only raise a request for a meter accuracy test if you have evidence which suggests the meter is not recording within the accepted tolerance.   |
| Meter installation/meter<br>removal                              | Where a meter is installed or removed at your request, the work carried out by the engineer will incur an additional charge which will be passed through on your invoice.  |  |
| Out of contract data<br>collector (OOC DC/DA)                    | If you have asked us to appoint a data collector (DC) and/or a data aggregator (DA) and a direct contract between you and the agent is required, if the agent is appointed beyond the contract end date and a renewal contract is not in place, we will pass through any out of contract charges we receive from the agents. The charge will be passed through on your invoice.  | You can avoid these charges by ensuring you send evidence of contracts where a new direct agent contract is in place, or an existing direct agent contract is renewed.   |
| Out of contract meter<br>operator (OOC MOP)                      | If you have asked us to appoint a meter operator (MOP) and a direct contract between you and the agent is required, if the agent is appointed beyond the contract end date, and a renewal contract is not in place, we will pass through any out of contract charges we receive from the agents. The charge will be passed through on your invoice.  | You can avoid these charges by ensuring you send evidence of contracts where a new direct agent contract is in place or an existing direct agent contract is renewed.  |
| GSM surcharge<br>(Global System for<br>Mobile<br>Communications) | Where a HH meter has GSM as the communication type, some agents make an additional charge for this. Where this is applicable, this charge will be passed through on your invoice.  |  |
| Regular site visit   | As with Hand-Held Read (HHR) visits some Half Hourly (HH) meters are unable to be read remotely due to their location. If HHR visits must be undertaken, the charges incurred for these visits will be passed through on your invoice.   | You could potentially avoid these charges by discussing with the meter operator (MOP) whether the meter could be moved to a better location or whether the signal could be boosted from the existing location. |
| Debt disconnections  | Where we have to raise a warrant to recover an outstanding debt, we reserve the right to pass  |  |

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|                | through the charge for this disconnection on your invoice.  |  |
| Emergency Work | Where you experience a safety issue or electricity emergency, and we are required to use a meter operator "Rapid React" service to attend an emergency within 72 hours. This cost will be passed through on your invoice.   |  |
| Out of hours   | Where you are unable to have work completed during normal working hours (9m-5pm) we can request a quote for out of hours work. The quote will always be sent to you to approve before the work is requested. Approved charges will be passed through on your invoice. |  |