

A guide to Third Party ad-hoc metering charges

Meter Agents

A meter operator agent (MOP, electricity) or Meter Asset Manager (MAM, gas) is responsible for installing and maintaining your meter. –Where electricity meters are remotely read -it is also responsible for the telecommunications required to send consumption data to your energy supplier. For gas meters, remote communications are handled by an AMR Service Provider, which may be the same or different to the MAM.

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

For electricity, 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. Their equivalents in gas are Meter Read Agents.

In the electricity market, Data Aggregators (DAs) are appointed to aggregate the metering data received from Data Collectors for each Grid Supply Point area and provide it to industry settlements.

If you have a direct contract in place with agents of your own 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 agents 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 an electricity 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.
Daily Reads	Where manual daily reads are required from a gas meter, the charges will be passed through on your invoice.	
Must-Reads	Gas suppliers incur Must-Read charges from the gas industry where meters are not read for extended periods of time and an industry contractor attempts a read. Where a Must-Read	

	charge is incurred due to an extended period of inability to access your site, the Must-Read charge may be passed through to you on your invoice.	
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 electricity meter the charge will be passed through on your invoice.	
Loss of meter assets / Non-return of meter 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. This also applies to gas AMR devices installed by gas AMR Service Providers.	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 proving test	Where a dispute is raised regarding the reliability of a meter, we can ask the meter operator (MOP or MAM) 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 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.	
AMR re-synchronisation	Where it is necessary for an AMR Service Provider to visit your site to re-synchronise the AMR device with the gas meter to which it is attached the work carried out by the engineer will incur an additional charge which will be passed through on your invoice.	
Corrector exchange or resynchronisation	Where it is necessary for the corrector on your gas meter to be exchanged or resynchronised with your meter, the work carried out by the engineer will incur an additional charge which will be passed through on your invoice.	
Site works	Where gas site works are carried out at your site (for example to create a new connection or remove a connection) any costs invoiced to ENGIE by third parties will be passed through to you on your invoice.	

<p>Out of contract electricity data collector (OOC DC)</p>	<p>If you have asked us to appoint a Data Aggregator (DA) and/or a Data Collector (DC) 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.</p>	<p>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.</p>
<p>Out of contract electricity meter operator (OOC MOP)</p>	<p>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.</p>	<p>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.</p>
<p>GSM surcharge (Global System for Mobile Communications)</p>	<p>Where an electricity 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.</p>	
<p>Regular site visit</p>	<p>As with Hand-Held Read (HHR) visits some electricity 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.</p>	<p>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.</p>
<p>Debt disconnections</p>	<p>Where we have to raise a warrant to recover an outstanding debt, we reserve the right to pass through the charge for this disconnection on your invoice.</p>	
<p>Emergency Work</p>	<p>Where you experience a safety issue or electricity/gas 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.</p>	
<p>Out of hours</p>	<p>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.</p>	