



**STATEMENT OF MISCELLANEOUS SERVICES  
OFFERED BY SCOTTISH HYDRO ELECTRIC POWER DISTRIBUTION PLC**

This statement is effective from 1st April 2008

**Version 1.0**

Scottish Hydro Electric Power Distribution plc

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**STATEMENT OF MISCELLANEOUS SERVICES  
OFFERED BY SCOTTISH HYDRO ELECTRIC POWER DISTRIBUTION PLC**

Version Number	Description of Changes
V1	SHEPD – Statement of Miscellaneous Services Offered

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## 1. INTRODUCTION

- 1.1 This statement has been produced by Scottish Hydro Electric Power Distribution plc (“SHEPD”) to inform, Suppliers, Generators and Licensed Distribution Network Operators (LDNO) of our transactional based charges. These charges are for activities that support the competitive supply and distribution markets and will be billed by us on an individual basis for any service requested.
- 1.2 All charges quoted in this statement will be reviewed at least once a year. Charges shown are current at the time of publication, and are exclusive of VAT.
- 1.3 If you need to contact Scottish Hydro Electric Power Distribution plc on any aspect of this document please write to or telephone the Commercial Policy Manager at:
- Scottish Hydro Electric Power Distribution plc  
Inveralmond House  
200 Dunkeld Road  
Perth  
PH1 3AQ  
Telephone: 01738 456308
- 1.4 Electronic copies of this statement are available, from the following website: [www.ssepd.co.uk](http://www.ssepd.co.uk). Alternatively hard copies can be provided at a cost of £5.00 plus VAT, per copy.

**2. TRANSACTIONAL CHARGES FOR ENERGISATION, DE-ENERGISATION, RE-ENERGISATION AND MISCELLANEOUS SERVICES: EFFECTIVE FROM 1 APRIL 2008**

The way in which some of these services are provided will depend upon site-specific requirements and/or supplier instructions. Where services carried out under this Statement are identical to those described in the Statement of Charges for Distributor Metering and Data Services in the Scottish Hydro Electric Area – 2008/09, then the charges in the Distributor Metering and Data Services Statement will apply. All charges listed in this Schedule should therefore be taken as indicative only.

**1 Visit to Energise, De-energise or Re-energise Supply**

Normal Working Hours	£23.25
Emergency Work	£52.00

For each visit to a premises at the supplier's request for any reason, resulting in energisation, de-energisation or re-energisation by the insertion/withdrawal of fuses.

Where the visit is to a larger business site, is other than during normal working hours, or is otherwise exceptional, then individually assessed charges will be quoted. This will also be the case where the energisation or re-energisation is performed by means other than the insertion of fuses.

**2 Visit to De-energise or Re-energise Supply - Not Actioned**

Normal Working Hours	£23.25
Outwith Normal Working Hours	£52.00

For each visit to a premises at the supplier's request for any reason, but not resulting in de-energisation.

Where the visit is to a larger business site, is other than during normal working hours, or is otherwise exceptional, then individually assessed charges will be quoted. This will also be the case where energisation or re-energisation is performed by means other than the insertion of fuses.

**3 Visit to Disconnect or Reconnect Supply**

Normal Working Hours	Individually Quoted
Emergency Work	

Where the supplier requests the disconnection or reconnection of a site, then individually assessed charges will be quoted.

**4 Miscellaneous Service: Investigate Fault - Supply Interrupted**

Fault on Distribution System	No Charge
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No fault found or fault lies in equipment which is the responsibility of

	another person:	
	Normal Working Hours	£23.25
	Outwith Normal Working Hours	£52.00
<b>5</b>	<b><u>Miscellaneous Service: Investigate Fault - Supply Not Interrupted</u></b>	
	Fault on Distribution System	No Charge
	No fault found or fault lies in equipment which is the responsibility of another person:	
	Normal Working Hours	£23.25
	Outwith Normal Working Hours	£52.00
<b>6</b>	<b><u>Miscellaneous Service: Provision of Temporary Unmetered Supply</u></b>	
	For the provision at the supplier's request of a temporary unmetered connection (e.g., for television, theatrical or sporting event) and its subsequent disconnection	Individually Quoted
<b>7</b>	<b><u>Miscellaneous Service: Revisit to Connect Supply or Additional Load</u></b>	
	Revisit to connect supply or additional load - with test note	
	Normal Working Hours	£23.25
	Outwith Normal Working Hours	£52.00
<b>8</b>	<b><u>Miscellaneous Service: Abortive Visit</u></b>	
	Where the Company is unable to perform a service which requires a visit to the Premises of a customer due to;	
	(a) insufficient information being provided by the Supplier, or	
	(b) the Customer failing to keep an agreed appointment	
	Normal Working Hours	£23.25
	Outwith Normal Working Hours	£52.00
<b>9</b>	<b><u>Miscellaneous Service: Special Site Visit</u></b>	
	Where the Company is requested to visit the premises of a Customer for any other purpose.	Individually Quoted

**3. TRANSACTIONAL CHARGES FOR REVENUE PROTECTION SERVICES:  
EFFECTIVE FROM 1 APRIL 2008**

The way in which some of these services are provided will depend upon site-specific requirements and/or supplier instructions. On average two field resources are involved with visits to customers' premises. The charges listed here should therefore be taken as indicative only.

	<b>Within Normal Working Hours</b>	<b>Outside Normal Working Hours</b>
<b>1 <u>To provide Revenue Protection Services involving visits to customers' properties dealing with theft/irregularities found, installation repairs, providing detailed report, application for warrants and execution at site.</u></b>		
Hourly rate applied per field resource	£49.00	£107.75
<b>2 <u>Fit additional security devices</u></b>		
Appropriate device to be agreed with supplier before quotation.		
<b>3 <u>De-energise supply and subsequent re-energisation</u></b>		
(a) By removing fuses	£53.50	£130.00
(b) Other	Quoted on request	Quoted on request
<b>4 <u>Investigation at site</u></b>		
No fault found <u>or</u> Request to revisit site previously suspected of tampering <u>or</u> Request to visit de-energised site for Investigation.	£31.75	£93.95
<b>5 <u>Provide witnesses for any court proceedings and provision of police statement (hourly charge)</u></b>	£49.00	£107.75
<b>6 <u>Meter Damage</u></b>		

Where the Company's equipment is found to have been damaged due to the action of the Customer or a third party the following charges will apply for the replacement meter

Single rate credit meter	£10.85
Two rate credit meter	£39.50
Time switch / contactor	£14.75
Single rate credit meter Polyphase	£29.75
Single phase Import/Export meter	£31.80
Two rate credit meter Polyphase	£60.50
Single rate Key meter	£63.60
Two Rate Key meter	£72.75
Two element Key meter	£96.75
Radio teleswitch	£43.50
Radio telemeter	£69.10
Token prepayment meter (single element)	£62.75
Token prepayment meter (two element)	£129.50
Polyphase Import/Export meter	£101.90
Polyphase Non Programmable meter	£59.50
Polyphase Programmable meter	£130.30

This charge is exclusive of the transactional element

#### **4. Charges For The Provision Of Urgent Metering Services (UMETS)**

- 4.1 At the request of a Supplier, SHEPD is willing to enter into discussions for the provision of urgent metering services. The charges for this service will be determined individually to reflect the level of service required and any agreed terms will be included in an agreement between the Supplier and us. Suppliers wishing to discuss the matter further are requested to contact our offices.

## **5. Radio Teleswitch Services Provision: Effective from 1 April 2008**

- 5.1 Radio Teleswitch Services enable electricity suppliers to control the switching times of controlled supplies (i.e. for off-peak storage heating) and times of availability of tariff rates. National radio broadcasts are used to transmit switching times to teleswitches in customers' premises. A group code is programmed into each teleswitch unit and all devices programmed with the same group code will respond to broadcast messages containing that code. Scottish and Southern Energy operates a number of existing group codes and the cost of maintaining these is included in use of system charges.
- 5.2 The Company's Distribution Business, as a Radio Teleswitch Access Provider, may provide Radio Teleswitch Services to Suppliers wishing to sponsor new group codes. The charges for these services will be fixed by agreement in each case and will reflect the level of complexity in the proposed arrangements. Terms for the provision of Radio Teleswitch Services are detailed in the Radio Teleswitch Agreement between Radio Teleswitch Access Providers and Suppliers.
- 5.3 Suppliers wishing to sponsor new group codes should contact the company at the address given in section 1 of this document.
- 5.4 Radio teleswitching is also used in the Company's Scottish Hydro Electric area to control demand within the capability of the power system and has done so since the technology became available in the mid 1980s. This approach to load management is particularly important in the less populated regions of the territory, where gas penetration is low, the volume of electric space/water heating is high and the distribution network is less robust.
- 5.5 Demand is managed by phasing blocks of teleswitched heating load with each other and in turn with the timings of fixed electromechanical timeswitches controlling preserved tariffs such as Restricted Hours. Switched heating load is then fitted on top of the base industrial and domestic load, with the aim of minimising peaks. Any loss of diversity in the switched load would be a cause for concern, particularly in the more vulnerable and remote parts of the network.
- 5.6 In recognition of the concerns about increasing the coincidence of demand on certain parts of the distribution network in the north of Scotland, the company has introduced and maintained Notices under the demand control provisions of its use of system agreements with suppliers. The maps associated with these Notices are attached. The map of Load Managed Areas shows parts of the network where changes to the timing of load switching may threaten security of supply. The map of Emergency Security Restriction Areas shows parts of the network where there is an immediate risk to security of supply if the timing of load switching is altered.
- 5.7 Information on the existing range of group codes applicable in the Scottish Hydro Electric area is given in the quarterly Radio Teleswitch Access Provider Report.

## 6. Glossary of Terms

The following definitions are included to aid understanding.

Balancing and Settlement Code or BSC	Balancing and Settlement Code, including all party service lines and BSC Procedures (as therein defined) made under it, established pursuant to the GB System Operator Licence.
Connected Installation	A Customer Installation, a Generator Installation or a User installation (as the case may be)
CMRS	The Central Meter Registration Service as defined in the Balancing and Settlement Code.
Customer	A person whom a User proposes to supply, or for the time being supplies, electricity through an Exit Point, or from whom a User, or any Relevant Exempt Supplier, is entitled to recover charges, compensation or an account of profits in respect of electricity supplied through an Exit Point.
Customer Installation	Any structures, equipment, lines, appliances or devices used or to be used by a Customer and connected or to be connected directly or indirectly to the Distribution System.
Data Aggregator	Has the meaning given to that term in the Balancing and Settlement Code
De- Energisation	Means, in relation to any Metering Point or Metering System, deliberately to prevent the flow of electricity: (a) in the case of an Exit Point, from the Distribution System through the relevant Exit Point (or in the case of an Unmetered Supply, any one or more of the relevant Exit Points) to; and/or (b) in the case of an Entry Point, via the Distribution System through the relevant Entry Point (or, in the case of an Unmetered Supply, any one or more of the relevant Entry Points) from a Connected Installation, for any purpose other than a System Outage (and de-energised shall be construed accordingly)
De-Energisation Works	Means the movement of any switch, the removal of any fuse or meter or the taking of any other step to De-energise a

	Metering Point or Metering System
Distribution Licence	The Electricity Distribution Licence granted, or treated as granted to Scottish Hydro Electric Power Distribution plc , pursuant to section 6 (1) of the Act
Distribution System	Scottish Hydro Electric Power Distribution plc's distribution system (such system having the same meaning as is given to that term in Scottish Hydro Electric Power Distribution plc's Licence)
Elexon	The Balancing and Settlements Company
Energise	Means in relation to any Metering Point or Metering System, deliberately to allow the flow of electricity: (a) in the case of an Exit Point, from the Distribution System through the relevant Exit Point (or in the case of an Unmetered Supply any one or more of the relevant Exit Points) to; and/or (b) in the case of an Entry Point, via the Distribution System through the relevant Entry Point (or, in the case of an Unmetered Supply, one or more of the relevant Entry Points) from, a Connected Installation where such a flow of electricity has never previously existed (and Energised shall be construed accordingly)
Entry Point	A Boundary Point at which electricity is exported on to a Distribution System from a Connected Installation or from another distribution system not forming part of the Total System (Boundary Point and Total System having the meaning given to those in the BSC).
Exit Point	A Boundary Point at which electricity is imported from a Distribution System to a Connected Installation or to another distribution system not forming part of the Total System (Boundary Point and Total System having the meaning given to those in the BSC).
GB System Operator	The holder, from time to time, of the GB System Operator Licence.
GB System Operator Licence	A transmission licence granted, or treated as granted, pursuant to Section 6 (1) (b) of the Act and in which Section C of the standard transmission licence conditions applies.

Generator	A person from whom a User purchases, or proposes to purchase, electricity at an Entry Point (who may from time to time be supplied with electricity as a Customer of that User (or another electricity Supplier) through an Exit Point).
Generator Installation	Any structure, equipment, lines, appliances or devices used or to be used by a Generator and connected or to be connected directly or indirectly to a Distribution System.
Master Registration Agreement or MRA	The Master Registration Agreement established pursuant to the distribution Licences of the DNO Parties.
Metering Points	The point, determined according to the principles and guidance given at Schedule 9 of the Master Registration Agreement, at which a supply to (export) or from (import) a Distribution System: (a) is or is intended to be measured; or (b) where metering equipment has been removed, was or was intended to be measured; or (c) in the case of an Unmetered Supply under the Unmetered Supplies Procedure, is deemed to be measured, where in each case such measurement is for the purposes of ascertaining the User's liabilities under the Balancing and Settlement Code.
MPAN	Meter Point Administration Number
Metering System	A metering system registered in CMRS in accordance with the provisions of the BSC and relating to an Entry Point or a Exit Point.
Re-energise	Means in relation to a Metering Point or Metering System deliberately to allow the flow of electricity; (a) in the case of an Exit Point, from the Distribution System through the relevant Exit Point (or, in the case of an Unmetered Supply, any one or more of the relevant Exit Points) to; and/or (b) in the case of an Entry Point, to the Distribution System through the relevant Entry Point (or in the case of an Unmetered Supply, any one or more of the relevant Entry Points) from a Connected Installation, where such flow of electricity was previously prevented by

	De-energisation works (and Re-energised shall be construed accordingly).
Supplier	The Company from whom you purchase electricity, or to whom you sell exported electricity from your generation.
Supply Number	Has the meaning given to that term in the Master Registration Agreement
System Outage	Means, in relation to a Distribution System, a planned or unplanned interruption to the flow of electricity through the whole or part of the relevant for safety or system security reasons or to enable that Company to inspect or effect alterations, maintenance, repairs or additions to any part of the Distribution System.
Unmetered Supply	A supply of electricity the quantity of which Southern Electric Power Distribution plc , through the issue of Unmetered Supplies Certificate, has authorised not to be measured by physical measuring equipment.
Unmetered Supplies Certificate	A Certificate issued by Southern Electric Power Distribution plc (at its sole discretion) to a Customer in accordance with the Unmetered Supplies Procedure which states the supply numbers, of the metering points by reference to which we have authorised the customer to receive Unmetered Supplies
Unmetered Supplies Procedure	Section S of the Balancing and Settlement Code and BSC Procedure BSCP 520 established under the Balancing and Settlement Code and any replacement or substitute BSC procedure from time to time in force
User	Is a Supplier, Generator or IDNO
User Installation	Any structures, equipment, lines, appliances or devices used or to be used by a User and connected or to be connected directly or indirectly to the Distribution System at any Exit Point or Entry Point in relation to which that User is registered.