



Scottish Hydro Electric Power Distribution plc

Miscellaneous Services Statement

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Scottish Hydro Electric Power Distribution plc
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SSE Power Distribution is a trading name of: SSE Power Distribution Limited Registered in Scotland No. SC213459; Scottish Hydro Electric Transmission Limited Registered in Scotland No. SC213461; Scottish Hydro Electric Power Distribution plc Registered in Scotland No SC213460; S+S Limited Registered in Scotland 214382 (all having their Registered Offices at Inveralmond House 200 Dunkeld Road Perth PH1 3AQ); and Southern Electric Power Distribution plc Registered in England & Wales No. 4094290 having its Registered Office at 55 Vastern Road, Reading, Berks, RG1 8BU

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1. Introduction

1.1. This statement details our transactional based charges which are for activities that support the competitive supply market and will be billed by us on an individual basis for any service requested.

1.2. Transactional charges apply to the following activities:

- Energisation, de-energisation and re-energisation services;
- Disconnection of a site;
- Revenue protection services;
- Urgent metering services;
- Radio tele-switching services and
- Accounting and Administration Services – and Other Services Ancillary to Use of System.

2. Charges for Energisation, De-energisation and Re-energisation

2.1. The way in which some ancillary services are provided will depend upon site-specific requirements and/or instructions received

Visit to Energise/Re-energise/De-energise Supply

2.2. Other than the first energisation of a new supply, a charge will be made for each visit to premises on request to energise/re-energise/de-energise a supply by insertion/removal of fuses where whole-current metering is fitted.

2.3. Indicative charges for these services are shown in the tables below. This charge is applicable even when the visit to fulfil the request does not result in energisation/re-energisation/de-energisation.

2.4. Where the visit is to a larger business site or is otherwise exceptional, then individually assessed charges will be quoted.

- 2.5. This will also be the case where the energisation/re-energisation/de-energisation is performed by means other than the insertion/withdrawal of fuses.

Charges to Energise, De-energise or Re-energise by insertion or withdrawal of fuses will be levied for:	
Visits to site during normal working hours:	£25.10
Visits to site at any other time, including Bank Holidays:	£55.85

Other circumstances:	
A larger business site; and/or	All charges will be individually quoted
Visit involves actions other than insertion or withdrawal of fuses; and or	
Visit is otherwise exceptional.	

Operating hours for Customer visits	
Normal hours of operation are from:	08:00 to 16:00 Monday - Friday

3. Disconnection of Site

Visit to disconnect a supply
Where a party requests the disconnection of a site, then individually assessed charges will be quoted.

4. Revenue Protection Services

- 4.1. 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.

Charges 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.	
Visits to site during normal working hours (Hourly rate applied per field resource):	£52.75
Visits to site at any other time, including Bank Holidays (Hourly rate applied per field resource):	£115.80

Fit additional security devices. (Appropriate device to be agreed with supplier before quotation):	
Visits to site during normal working hours	£52.75
Visits to site at any other time, including Bank Holidays (Hourly rate applied):	£115.80

De-energise supply and subsequent re-energisation; (a) By removing fuses:-	
Visits to site during normal working hours	£57.40
Visits to site at any other time, including Bank Holidays (Hourly rate applied):	£139.60

De-energise supply and subsequent re-energisation; (b) Other:-	
Visits to site during normal working hours	Quoted on request
Visits to site at any other time, including Bank Holidays (Hourly rate applied):	Quoted on request

Investigation at site No fault found or request to revisit site previously suspected of tampering or request to visit de-energised site for investigation:-	
Visits to site during normal working hours	£34.15
Visits to site at any other time, including Bank Holidays (Hourly rate applied):	£100.80

Provide witnesses for any court proceedings and provision of police statement:-	
Visits to site during normal working hours (Hourly rate applied):	£52.75
Visits to site at any other time, including Bank Holidays (Hourly rate applied):	£115.80

Meter Damage 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 (which are exclusive of the transactional element) will apply for the replacement meter:-	
Single rate credit meter	£11.60
Two rate credit meter	£42.40
Time switch / contractor	£15.75
Single rate credit meter Polyphase	£32.05
Single phase Import / Export meter	£34.15
Two rate credit meter Polyphase	£65.15
Single rate Key meter	£68.25
Two Rate Key meter	£78.05
Two element Key meter	£103.90
Radio teleswitch	£46.80
Radio telemeter	£74.20
Token prepayment meter (single element)	£67.45
Token prepayment meter (two element)	£139.10
Polyphase Import / Export meter	£109.35
Polyphase Non Programmable meter	£63.85
Polyphase Programmable meter	£139.85

5. Urgent Metering Services

5.1. 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.

6. Radio Tele-switching Services

- 6.1 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.
- 6.2 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.
- 6.3 Suppliers wishing to sponsor new group codes should contact the company at the address given in section 1 of this document.
- 6.4 Radio teleswitching is also used in the Company's Southern 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.
- 6.5 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.

6.6 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.

6.7 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.

7. Accounting and Administration Services – and Other Services Ancillary to Use of System

Administration Charge

7.1. Where a User has failed to settle a DUoS invoice or notify SHEPD of a bona fide dispute, in accordance with the Use of System agreement an account review charge of £ 75.00 (plus VAT) may be made to cover the associated credit control, administration, invoicing and collection costs. This is in addition to the interest charge that will be made in accordance with clause 23.3 of the Distribution Connection and Use of System Agreement (DCUSA).

De-energisation Inspection Visit

7.2. For each visit during normal working hours to a metering point address as a result of SHEPD's de-energisation inspection process, where the supply is found to be legally energised and the Supplier has recorded a current status of 'de-energised' with the Metering Point Administration Service (MPAS), a charge of £57.40 will be levied.

Other Services

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

8. Glossary

Term	Definition
Distribution Use of System (DUoS)	Charges for demand and generation customers which are connected to and utilising the distribution network.
DCUSA	Users seeking to use the distribution system will be required to be a party to and comply with the DCUSA in accordance with their licence.
MPAS	Metering Point Administration Service means the service established, maintained and operated, or procured as the case may be, by each Distribution Business pursuant to Condition 18 of the Electricity Distribution Licence.
User	Is a supplier, generator or distribution network operator.