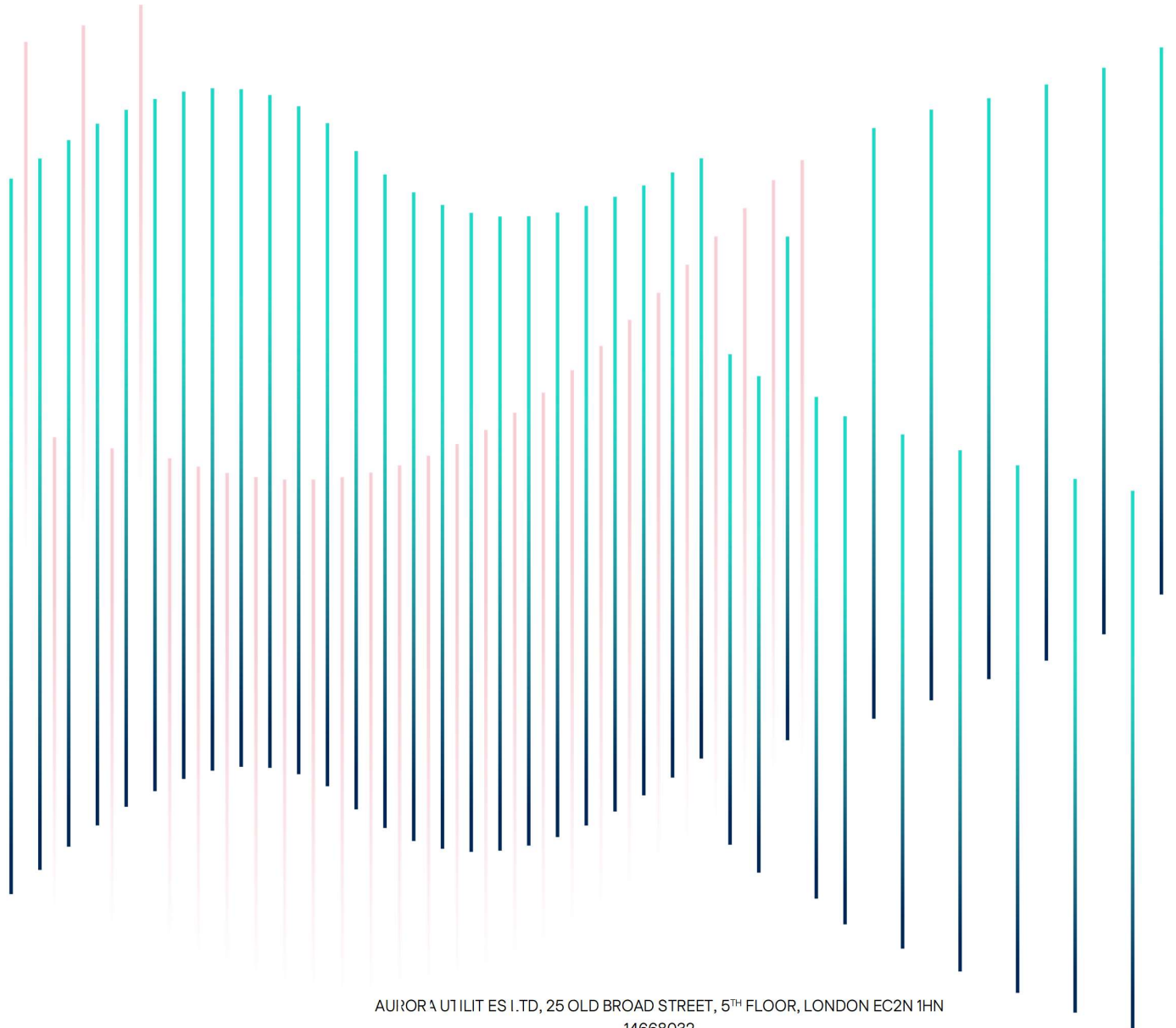




# Aurora Utilities

## Miscellaneous Services Statement

Effective from 1st April 2024



AURORA UTILITIES LTD, 25 OLD BROAD STREET, 5<sup>TH</sup> FLOOR, LONDON EC2N 1HN

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Version			
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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, re-energisation services and abortive visits;
  - Disconnection of a site
  - Revenue protection services
  - Radio tele-switching services;
  - Services ancillary to Use of System.
- 1.3 All charges obtained in this statement are exclusive of VAT which will be levied at the applicable rate.



## 2. Charges for Energisation, De-Energisation, Re-energisation and Abortive Visits

- 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 energization 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. Charges for these services are shown in the table below, This charge is applicable even when the visit to fulfill the request does not result in energization/de-energisation/re-energisation.
- 2.4. Where the visit is to a larger business site or is otherwise exceptional, then individually assessed charges will be quoted. This will also be the case where the energization/de-energisation/re-energisation is performed by means other than the insertion/withdrawal of the fuses.
- 2.5. Where Aurora Utilities is unable to complete the visit for the following reasons, an abortive visit charge will be applied:
  - Organised visits cancelled with less than 24 hours notice
  - Insufficient information being provided
  - Access being unavailable
  - A failed appointment



Type of Activity	During Normal Working Hours	Outwith Normal Working Hours
<ul style="list-style-type: none"><li>Charges to Energise, De-energise or Re-energise (Whole Current Meter Only) by insertion or withdrawal of fuses</li></ul>	£85.00	£309.00
<ul style="list-style-type: none"><li>Charges for Abortive Visits</li></ul>	£58.00	£295.00
<b>Charges For:</b> <ul style="list-style-type: none"><li>A larger business site; and/or,</li><li>Visit involves actions other than insertion/withdrawal of fuses; and/or,</li><li>Visit is otherwise exceptional.</li></ul>	Individually Quoted	

### Faults with Metering Equipment

2.6 Aurora Utilities will not provide customer visits where the metering or ancillary equipment is deemed to be faulty. If Aurora Utilities visit the customer and subsequently find that the metering or ancillary metering equipment is faulty then the following charges will apply.



Types of Activity	During Working Hours	Outwith Working Hours
<ul style="list-style-type: none"><li>• Work to any ancillary metering equipment</li><li>• Isolate or de-energise metering equipment where it has overheated or if any cables are past their useful life and may no longer be safe</li><li>• Investigate and correct cross polarity on metering equipment</li><li>• Replace a faulty double pole isolating switch</li></ul>	£151.00	£205.00

### Charges for Service Termination Activities

2.7 Where Aurora Utilities is notified of a defect, whether this is a Category A situation or a Category B situation we will arrange an appointment to rectify the issue within the timescales set out by DCUSA.

Aurora Utilities will normally rectify the defect free of charge unless one (or more) of the following criteria apply:

- We are requested to carry out the works outside of normal working ours and it is not an emergency situation
- A defect has been reported and no fault is found on our network equipment
- A defect has been reported under the wrong category
- A defect is within 6 months of a meter change or installation, and, in our reasonable opinion, was caused by the change or installation



- Replacement of cut-out is requested and it is not in an unsafe condition and can be operated by suitable trained or equipped personnel
- In the case of Category C notifications, the customer is led by the actions of a supplier or its appointed agent to expect replacement of cut-out and it is not in an unsafe condition and can be operated by suitably trained or equipped personnel

Charges are shown in the table below and will be levied on the registered supplier of the MPAN at the time of the request.

Type of Activity	During Normal Working Hours	Outwith Normal Working Hours
Charge for attendance outside of normal working hours for the correction of non-emergency defects		£205.00
No defect found	£151.00	£205.00
Defect reported under the wrong category	£151.00	£205.00
Attendance to a defect caused by the change or installation of metering equipment	£151.00	£205.00
Replacement of single phase service cut-out which is not in an unsafe condition		Individually Assessed
Replacement of a multi-phase service cut-out which is not in an unsafe condition		Individually Assessed





## Normal Operating Hours

Operating Hours for Customer Visits	
Normal hours of operation are from:	07:00 to 19:00 Monday to Friday
	09:00 to 17:00 Weekends

### 3. Disconnection of Site

Visit to Disconnect a Site
Where a party requests the disconnection of a site, an individually assessed charge will apply.

### 4. Theft in Conveyance

- 4.1 Where Aurora Utilities identifies a Relevant Theft of Electricity, we will recover the value of electricity taken plus any of its costs associated with:
- (a) The disconnection of the premises(s);
  - (b) Making good any damage to the licensees Distribution System;
  - (c) The investigation of the particular case; and,
  - (d) Pursuing any action in the particular case to recover any sums that may be due.



## 5. Radio Tele-Switching Services

- 5.1 Aurora Utilities may provide radio tele-switching services to those wishing to sponsor group codes. The charges for these services will be fixed by agreement in each case and will reflect the level of complexity of the proposed arrangements.

## 6. Services Ancillary to Use of System

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

## 7. Glossary of Terms

Term	Definition
Category A Situation	Means a situation in which the Company's Electric Lines or Electrical Plant does (or is likely to) pose a danger, including danger of death or injury to persons and/or danger of damage or destruction to property
Category B Situation	Means a situation in which the condition of the Company's Electric Line or Electrical Plant prevents metering work from being carried out or prevents a meter from being exchanged but where the situation is not a Category A situation.
Category C Situation	Means an issue with Company's Electric Lines or Electrical Plant that is neither a Category A Situation nor a Category B Situation.
DCUSA	Distribution Connection and Use of System Agreement
Distribution Use of System (DUoS)	Charges for demand and generation customers which are connected to and utilising the Distribution network,
Relevant Theft of Electricity	Means the abstraction of electricity in circumstances where:  (a) any person takes a supply of electricity that is in the course of being conveyed by the licensee; or  (b) any person at premises at which a connection has been restored in contravention of paragraph 5(1) of Schedule 6 to the Act takes a supply of electricity that has been conveyed to those premises by the licensee, and the supply otherwise than in pursuance of:



	<p>(i) a contract made with an electricity supplier, or</p> <p>(ii) a contract deemed to have been made with an electricity supplier by virtue of paragraph 3 of Schedule 6 to the Act or paragraph 23 of Schedule 7 to the Utilities Act 2000; or</p> <p>(c) any person takes a supply of electricity at premises which has never been registered with an Electricity Supplier.</p>
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