



SERVICE CHARGES

Effective From – 1st January 2024

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Admin Charges

Description	Customer Charge
Paper Billing	£5.00 Per Bill
Cheque / Card Processing Fee	£25.50 Per Payment
BACS Payment Processing Fee (where Customer has no DD in place)	£12.50 Per Payment
Late Payment Fee (where Customer fails to make payment by the initial payment date)	£75.00 Per Instance
Failed Direct Debit/returned cheque (for each unsuccessful DD collection attributable to the Customer)	£49.99 Per Failure
Cancelled Direct Debit (if DD is cancelled by Bank or Customer)	£49.99 Per Cancellation
Arrangement to Pay Fee (if customer sets up an arrangement to pay following arrears)	£79.95 Per ATP
Statement of Accounts (via post)	£7.50 Per Instance
Statement of Accounts (via email)	£7.50 Per Instance
Copy Invoice (via post)	£7.50 Per Invoice
Copy Invoice (via email)	£3.00 Per Instance
Call Recording	£35.00 Per Call
Land Registry Search	£45.00 Per Search
No Direct Debit Monthly Surcharge	£49.99 Per Month
VAT Invoice Amendment	£15.00 Per Instance

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Service Charges

Description	Customer Charge
Change of tenancy fee (Per a site)	£99.00
Aborted Contract Fee (Does not include Gas Sell back fee)	£99.00 Per Site
Additional Direct Debit Collection Fee	£1.90 Per Instance
Out of standard conditions Admin Charge	£99.99

Auxiliary Works Charges

Description	Customer Charge
New Connection Admin Fee (Includes new install and non like-for-like exchange)	£470.00 Per Meter
Out of Hours Visit Charge	£250.00 Per Install
Meter Test Call Out Fee (refunded in full if meter is found to be faulty)	£180.00 Per Install
Non-Cyclic Meter Reading (Where customer requests read outside of standard monthly cycle)	£38.00 Per Meter
Aborted Visit Charge (engineer arrives on site but unable to carry out work, or gain access)	£150.00 Per Bill
Relocate Meter	Price Available Upon Request
Manual Disconnection attendance with Engineer	£295.00
Locksmith + Materials	£250.00
Warrant Application	£90.00

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Auxiliary Works Charges

Description	Customer Charge
Accelerated Warrant Application	£180.00
Meter Re-installed	£450.00
Site Visit – Agent	£99.00
Cancellation of Disconnection Proceedings	Price varies dependent upon notice
De-energisation Fee	£265.00 per instance
Re-energisation Fee	£265.00 per instance
Smart Meter Installation (under warrant)	£265.00 per installation
Change of Tenancy Reconnection Fee	£99.00 per instance
Meter Removal Charge (engineer is required to visit and fully remove an Gas meter)	£350.00 per meter
Lost or Destroyed Meter	£400.00
Pre-Disconnection Visit (PDV)	£120.00 per visit

Equipment Charges

Description	Customer Charge
Miscellaneous Visit Charge*	£115.00
Site Investigation	£200.00

All Prices Quote are subject to change without notice and are accurate at time of issue. Prices exclude VAT.