

Service Charges

Business Electricity & Gas

Applicable to customers of SmartestEnergy Business Limited.
(previously Dual Energy Direct Limited)

Last revision – 1st June 2020

Admin Charges

Description	Charge
Paper Billing	£4.99 per bill
Cheque / Card Processing Fee (where Customer has no DD in place)	£12.50 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)	£44.95 per instance
Failed Direct Debit/returned cheque (for each unsuccessful DD collection attributable to the Customer)	£35.00 per failure
Cancelled Direct Debit (if DD is cancelled by Bank or Customer)	£39.00 per cancellation
Arrangement to Pay Fee (if customer sets up an arrangement to pay following arrears)	£49.95 per ATP
Statement of Accounts (via post)	£7.50 per instance
Statement of Accounts (via email)	£3.00 per instance
Copy Invoice (via post)	£7.50 per invoice
Copy Invoice (via email)	£3.00 per instance
Call Recording	£25.00 per call
Land Registry Search	£25.00 per search
No Direct Debit Monthly Surcharge	£25.00 per month
VAT Invoice Amendment	£10.00 per instance
Trace Letter	£12.50 per instance
Trace Call or Trace Email	£5.00 per instance

Service Charges

Description	Charge
Web Analyser – Daily Data Package (track detailed electricity usage online – data uploaded daily)	£3.95 per month (per supply)
Manual Meter Administration (EAC less than 5,000 kWh) (customer refuses meter installation or obstructs meter installation)	£8.00 per month (per MPAN)
Manual Meter Administration (EAC 5,000 – 25,000 kWh) (customer refuses meter installation or obstructs meter installation)	£25.00 per month (per MPAN)
Manual Meter Administration (EAC more than 25,000 kWh) (customer refuses meter installation or obstructs meter installation)	£50.00 per month (per MPAN)

Auxiliary Works Charges

Description	Charge
New Connection Admin Fee (Includes new install and non like-for-like exchange)	£470.00 per meter
New MPAN raised – Admin Fee	£155.00
Out of Hours Visit Charge	£130.00 per install
Meter Test Call Out Fee (refunded in full if meter is found to be faulty)	£130.00 per meter
Non-Cyclic Meter Reading (Where customer requests read outside of standard monthly cycle)	£12.00 per meter
Aborted Visit Charge (engineer arrives on site but unable to carry out work, or gain access)	£150.00 per visit
Relocate Meter	Price available upon request
Rapid React Charge	£105.00
Profile Class Re-Assessment (change profile class outside of annual industry-driven re-assessment)	£105.00 per meter

Credit Control Works Charges

Description	Charge
Manual Disconnection attendance with Engineer	£195.00
Locksmith	£150.00
Warrant Application	£80.00
Accelerated Warrant Application	£80.00
Revenue Protection Activity	Price available upon request
Meter Re-installed	£450.00
Site Visit - Agent	£55.00
Cancellation of Disconnection Proceedings	Price varies dependent upon notice
De-energisation Fee (Pull Fuses)	£265.00 per instance
Re-energisation Fee (Replace Fuses)	£265.00 per instance
Smart Meter Installation (under warrant)	£265.00 per installation
Change of Tenancy Reconnection Fee	£49.00 per instance
Meter Removal Charge (engineer is required to visit and fully remove an electricity meter)	£350.00 per meter
Lost or Destroyed Meter	£400.00

Equipment Charges

Description	Charge
High Gain EMDI Aerial	£75.00 per instance
Low Gain Aerial (Equipment to boost signal on a Smart Meter)	£10.00 per instance
Miscellaneous Visit Charge*	£115.00
Site Investigation	£200.00
Heating Contactor Installation	£120.00 per instance
Hire of Meter Operator (half day)	£375.00
Hire of Meter Operator (full day)	£600.00
Single Phase Meter Check	£300.00 per instance
Multi Phase Meter Check	£650.00 per instance
Current Transformer Meter Check	£950.00 per instance
Sub Fusing	£400.00
Isolator Installation	£200.00

* Covers:

- Reseal Metering Equipment
- Collect or Return Keys
- Replace Cut out fuse
- Connect Additional Load
- Replace / upgrade meter tails
- Test Earthing
- Check MTDs