

# Power Site FAQs

## Your Power Site Questions Answered

## Description of Charges

All siteworks are subject to a charge. A quote is sent out to the customer on receipt of a correctly completed siteworks form. On acceptance of the quote we will proceed with arranging the siteworks.

NHH Transactional Charges	Charge
Metering Faults	No charge
Remote Service	£ 50
Site Visit Service	£ 125
Short Notice (< 1 day)	£ 250
Short Notice (< 3 days)	£ 100
Outside Working Hours	POA
Abort Charge (<72 hrs)	£ 90

Termination Charges	POA
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If an appointment is confirmed and the customer cancels the appointment with less than 72 hours' notice, the abortcharge will be applied.

If an engineer gets to site and there is no access or the job is aborted, then the abort charge will be applied.

All Charges are exclusive of VAT.

## Disconnection of Supply

TGP are only able to arrange to remove the meter once we have proof that the incoming supply cable is being fully disconnected by Distribution. TGP need to see either the accepted disconnection quote from Distribution or the accepted disconnection quote reference number which we will then use to cross check the job with Distribution.

No request for meter to be removed without the above.

All meter removals are subject to a siteworks charge of £125.00 +VAT.

If a meter has been on the wall for less than its lease period generally ten years, a metering lease termination charge will also be applicable.

## What is the basic disconnection process?

- The customer contacts their local Distribution Network Operator (DNO) to request a quote for disconnecting their electricity supply back to the street.
- A siteworks form is completed and sent to [industryops.power@totalenergies.com](mailto:industryops.power@totalenergies.com) with proof of the accepted disconnection quote
- A removal quote is sent to the customer
- On acceptance, Total Gas & Power arrange for the meter asset to be removed by the meter operator prior to the supply being fully disconnected
- The DNO attends site to fully disconnect all cabling

## Why do I have to get the whole supply disconnected?

It is not compliant to leave a live supply without a meter fitted for safety reasons. For example, if the property changes hands it might not be noted there is a second live supply in the property and during building works or demolition live cabling could be exposed causing potential risk to life.

## Can my contractor remove the meter for me?

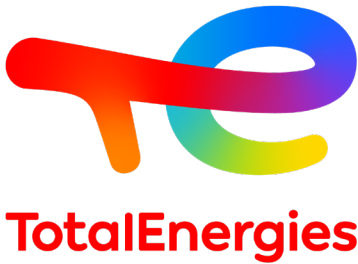
A suitably qualified engineer must remove the meter, however the meter is the property of the Meter asset provider and therefore should be requested via your supplier to ensure the correct process is adhered to concerning final billing.

## Should I take final reads?

The engineer who removes the meter should take readings but please feel free to take some clear, dated photos of the meter for reference.

## is there a charge for meter disconnection?

TotalEnergies Gas & Power charge £125.00 for the removal of the meter. You may also be charged termination lease charge this is where the meter is removed inside its lease period.



# Power Site FAQs

## When will I get my final invoice?

TotalEnergies Gas & Power need to wait for confirmation of the removal and the final reading from our third-party agents before we can raise the final invoice.

TotalEnergies Gas & Power endeavour to raise the final invoice within sixty days of the meter removal.

The final invoice will include any siteworks charges.

## What are meter lease termination charges?

The cost of installing and maintaining the meter is wrapped up in a meter lease. This charge forms part of the daily standing charge. If the meter is removed inside its lease period, the cost is not recouped and therefore passes through termination charge applies. TGP can quote the charge on application as it varies dependant remaining lease period and the meter type.

## Why is the engineer not from TotalEnergies Gas & Power?

TotalEnergies Gas & Power are your supplier, we don't have our own engineers all works carried out is through a third party acting on TGP instruction. We use third parties to carry out our siteworks so the engineer will be from one of our partners. If you have a direct meter operator (MOP) contract, the engineer will be from your own contracted agent.

## Meter Relocation

### Can my contractor relocate my meter for me?

The meter needs to be relocated by a qualified engineer such as a TotalEnergies Gas & Power third party meter operator engineer. The customer will need to send a completed siteworks form with a description of how far the meter is being relocated and along which wall. It is helpful to send in photos of the area so we can pass the photos over to Meter operator.

## How far can I relocate my meter without getting DNO involved?

Five meters along the same wall.

## Do I need to contact my local distribution network operator (DNO)?

If the supply is moving further than five meters or to a different wall, then you will need to contact your local DNO.

## How do I find out who my local distribution network operator (DNO) is?

You can ask us, or their information will be on the back of your invoice.

## Are you using the existing MPAN or is a new one being created?

If the meter is being relocated to a new supply head, please check if a new MPAN has been created by DNO. If it has, we will need to register this as a new connection and arrange the disconnection of the other supply.

## Capacity Upgrade

### Do I need to tell you if I am increasing my consumption?

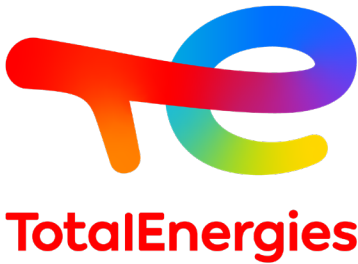
Please let us know of your new capacity or maximum demand(kVA) the new CT ratio. You should have been provided these from your DNO. We will then determine whether a site visit is required to re-configure your existing meter or whether a Meter Exchange/upgrade is required.

## Meter Exchange

### How do I arrange to have my meter exchanged for AMR?

If you have a 'pedestrian read meter' you can contact our AMR Team at "MKT Electricity AMR GP"

[industryops.power@totalenergies.com](mailto:industryops.power@totalenergies.com) They will be able to confirm if your meter is able to be exchanged, talk you through the process and arrange for our third party engineers to exchange your meter.



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## What is an AMR?

AMR stands for 'Automated Meter Reading'

## Can I have a SMART (SMETS) meter installed?

Please contact our SMART team for more information. Please note that we only install SMETS2 meters into domestic premises (i.e. housing association houses etc).

## Is there a charge for a meter exchange if it is faulty?

A meter installation does not have an upfront cost. The cost of any installation is wrapped up in the standing charges and the meter lease. If the meter is proven to be faulty it will be returned to the meter asset provider and there will not be a charge.

## Half-Hourly Meter Estimating

### Is there a charge for an agent attending site to download the data?

Yes, a charge of £35 + VAT per visit

### How often will the agent need to download data?

It depends on the daily consumption of your electricity supply;

**Up to 500 kwh = Monthly**  
**500 kWh to <1000 kWh = Fortnightly**  
**>1000 kWh = Weekly third party engineers to exchange your meter.**

### What steps can I take to ensure my meter is read remotely?

All newly installed meters are installed with a remote communications method (Sim card etc.) however this is not always guaranteed due to poor signal coverage etc. If there is no signal or poor coverage land (phone) line install would be required to allow the meter connect remotely to the meter.

## New Connections

### What do I need to provide TGP for them to register a new connection?

We need our siteworks form fully completed and then we will need to know if the site is to be Half Hourly or Non half hourly KVA, the CT Ratio, the EAC, if there is a direct meter operator/ data collector contract in place, the site contact details and the MPAN number.

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### Do I need a MOP contract?

If your kVA is over 100 we require you to have a HH MOP contract set up between customer and MOP directly. You can browse from the below website, obtain quotes and make your decision. <https://www.meteroperators.org.uk/membersired>.

### How do I know if my meter should be NHH or HH?

General rule is that if your authorised supply capacity (KVA) is below 69 then your supply will trade NHH and if its greater than 69 then it will trade HH. If your KVA is on the border please make contact where we may be able to provide some advice.

### How do I get a new MPAN (meter point administration number) created?

You will need to speak to your local Distributor to arrange for a new MPAN to be generated. This would normally be completed for you as part of a new connection agreement.the strike price.