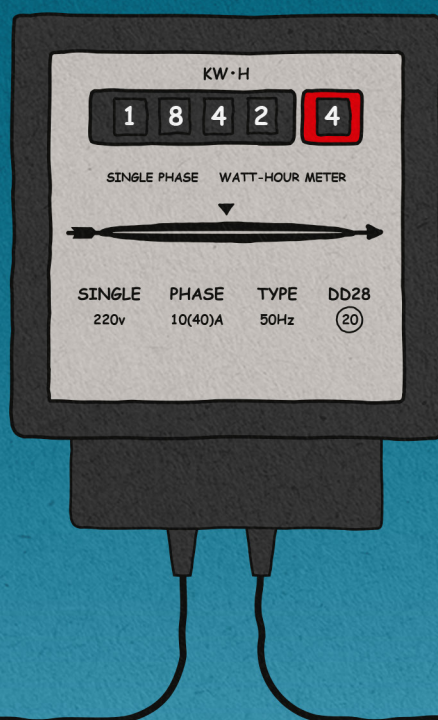


ShareTM energy



Additional charges

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Additional Charges

Share Energy reserves the right to pass on to customers the following charges, which result from additional efforts required to manage their accounts.

1. In accordance with Schedule 6 Paragraph 7(2) (b) of the Electricity (NI) Order 1992 as amended by the Electricity Regulations (Northern Ireland) 2007 Share Energy can seek a warrant to access a domestic property to install a Keypad Meter to facilitate debt recovery. A Share Energy charge of up to £250.00 (excluding VAT) will be added if we have to execute this warrant.

This charge is made up from legal and administration costs incurred by Share Energy to obtain the warrant through the Courts. A further passthrough charge from Northern Ireland Electricity (NIE) Networks Limited of up to £160 (excluding VAT) for sending a team out to enforce the warrant and install the keypad meter at your premise will also be added.

2. NIE has responsibility for the accuracy and collecting of readings for all customer meters. These meters are seldom faulty but if a customer requires the accuracy to be checked, Share Energy will seek a payment in advance of the test being arranged to cover NIE's standard charge of £75.00 (excluding VAT). We will refund this fee if the meter is found to be faulty, otherwise we will retain it to cover the standard charge from NIE.

3. NIE attempt to read customer meters quarterly. The following charges may apply if a customer requests a meter reading outside of the meter reading cycle;

- a) Due to a dispute on the engineers meter reading, £56.50 (excluding VAT) will be applied to the account if the meter reading returned by the engineer is in correlation with the disputed meter reading.
- b) For reasons other than a dispute of the previous meter reading, a charge of £37.50 (excluding VAT) will be added to the account.

4. A customer is entitled to one meter change per year, free of charge. If a customer wishes to exchange their meter more

than once, except in circumstances where the change is due to a meter fault, a payment of £75.00 (excluding VAT) will be required in advance of any fieldwork being carried out.

5. If you are a credit metered customer and you wish to pay by means other than direct debit, a security deposit of £150.00 (excluding VAT) is required. This will be repaid after 12 months (or if you switch supplier), provided your payments are maintained and up-to-date. If you accrue arrears, the security deposit may be used to off-set the arrears balance.

6. If you arrange fieldwork and agree an appointment, but fail to ensure that you are present at the address for the work to be completed by an NIE engineer, the NIE standard charge - plus a charge of £28.00 (excluding VAT) - will be added to your account. If you reschedule and miss the appointment for a second time, a second charge of £56.00 (excluding VAT) is applied.

7. If an agreed scheduled Direct Debit payment is rejected, a Direct Debit rejection charge of £5.00 will be applied to your account (or the value of the Direct Debit Rejection if the fault is with the customer's bank account).

8. If your meter is found to have been tampered illegally, you may be required to repay the following charges:

- a) Warrant / Legal Costs, if applicable, up to £250.00 (excluding VAT) as outlined in section 1.
- b) NIE engineer charge - £160.00 (excluding VAT)

9. Should Share Energy require engineers to visit a Commercial customers' site where billed charges have not been paid, the following additional charges apply:

- a) Visit by engineer £66.00 (excluding VAT).
- b) Visit by an engineer under warrant £106.00 (excluding VAT).
- c) There will be a charge of £323.00 (excluding VAT) for the installation of a half hourly meter within a commercial premise.