

2025 NEW CONNECTIONS METERING CHARGES



IMPORTANT INFORMATION

- Metering should be contacted if you are unsure which charge applies, or if there is any dispute regarding charges.
- 'Ofgem Meter Accuracy Test' and 'Check Meter Installation & Removal' are chargeable at the time of request. Fee will be refunded if meter is found to be faulty.
- Emergency and Urgent visits are free of charge when attending to resolve off-supply situation where the customer is not the cause (meter fault).
- Removal charges below do not include the full cost associated with removal. Removal fee process is made up of 3 potential charges:
 1. Meter Removal Fee: As quoted in the document.
 2. Contract Breaker Fee: If the customer is under contract, this may apply – should be queried with commercial.
 3. Early Removal Charge: If we are contracted with the Meter Asset Provider (MAP) there might be an additional charge for removing the meter.

Last Reviewed March 2025.

2025 NEW CONNECTIONS CHARGES INSTALLATION COSTS



Job Type	Excluding VAT	VAT Cost (20%)	Total Cost
NHH Smart (SMETS2) Installation or Exchange	FOC	FOC	FOC
NHH Advanced (RCAMR/RCAMY) Installation or Exchange	£424.17	£84.83	£509
HH COP10 Advanced (RCAMY) Installation	£460	£92	£552
HH COP5 Advanced (RCAMY) Installation	£586.67	£117.33	£704
HH COP3 Advanced (RCAMY) Installation	£957.50	£191.50	£1,149
HH COP2 Advanced (RCAMY) Installation	Bespoke	Bespoke	Bespoke
U6 Smart (SMETS2) Installation or Exchange	FOC	FOC	FOC
U6 Traditional (AMR) Installation, Exchange or Removal	£250	£50	£300
U16 Smart (SMETS2) Installation or Exchange	FOC	FOC	FOC
U16 Traditional (AMR) Installation, Exchange or Removal	£460.83	£92.17	£553
U25 Traditional (AMR) Installation, Exchange or Removal	£539.17	£107.83	£647
U40 Traditional (AMR) Installation, Exchange or Removal	£723.33	£144.67	£868
U65 Traditional (AMR) Installation, Exchange or Removal	£1,260	£252	£1,512
U100 Traditional (AMR) Installation, Exchange or Removal	£1,422.50	£284.50	£1,707
U160 Traditional (AMR) Installation, Exchange or Removal	£1,535	£307	£1,842

2025 NEW CONNECTIONS CHARGES OUT OF HOURS VISIT COSTS



Job Type	Excluding VAT	VAT Cost (20%)	Total Cost
Urgent Visit (72 Hours)*	£287.50	£57.50	£345**
Engineer Half Day Hire*	£475	£95	£570**
Engineer Full Day Hire*	£831.67	£166.33	£998**
OOH Mon-Fri (05:00-07:00 & 18:00-21:00)*	£241.67	£48.33	£290**
OOH Mon-Fri (21:00-05:00)*	£520.83	£104.17	£625**
OOH Saturday (07:00-18:00)*	£416.67	£83.33	£500**
OOH Saturday (18:00-07:00)*	£520.83	£104.17	£625**
OOH Sundays & Bank Holidays*	£950	£190	£1,140**

* Appointment not guaranteed, jobs accepted at engineer discretion.

** Cost is in addition to base charge item.

2025 NEW CONNECTIONS CHARGES ADDITIONAL SERVICES



Job Type	Excluding VAT	VAT Cost (20%)	Total Cost
Abort Fee (All Fuels)	£216.67	£43.33	£260
Cancellation Fee (All Fuels)	£216.67	£43.33	£260
Re-energisation or De-energisation (NHH & HH)	£211.67	£42.33	£254
Site Investigation (All Fuels)	£194.17	£38.83	£233