



Supplemental Terms & Conditions



If you have, or require, a half-hourly meter and have a maximum demand of 100 kW or greater, these following terms apply to you. This includes any MPAN with a profile class 05 to 08.

1 APPOINTMENT OF A METER OPERATOR

- 1.1 Before we can begin to supply your premises, you must provide to us, in writing, the details of your Meter Operator. A Meter Operator is a company who provides, installs, maintains and/or administers your metering equipment. The agreement between you and your Meter Operator should cover the provision and maintenance of an appropriate half-hourly metering system (including a functioning communications facility).
- 1.2 You, and your Meter Operator, are responsible for looking after your Meter, and for keeping all pipes, fittings and equipment in good working order. You agree not to remove or damage or allow anyone else to remove or damage, the Meter or any other metering equipment (including the communications equipment or keypad or display). If you notice any damage or tampering, you must tell us straight away. You, or your Meter Operator, must replace your meter with an Advanced Meter as soon as reasonably practicable where it no longer functions correctly.
- 1.3 If you do not have a Meter Operator prior to the Supply Start Date, (see clause 2 of our Standard Terms and Conditions), or where your appointed Meter Operator becomes no longer qualified and you do not provide us with the details of your alternative Meter Operator in writing, we will appoint one for you. This can be a more expensive option and the costs will be separate from the prices included in your Application. The additional charges that we incur as a result of appointing the Meter Operator on your behalf would appear as a separate charge on your bill.
- 1.4 Where you have asked us to, we will use all reasonable care to appoint your chosen Meter Operator, but we may reject or delay the appointment where it is reasonable to do so. Any costs or additional charges incurred by us for such an appointment, that is not already outlined in your Application, will be reclaimed from you through a separate charge on your bill.
- 1.5 Where you would like to change your Meter Operator, you must provide us with at least 30 days' notice, and provide to us in writing the details of your new Meter Operator. We will use all reasonable care to appoint your chosen Meter Operator, but we may reject or delay the appointment where it is reasonable to do so. Any costs or additional charges incurred by us for such an appointment, that is not already outlined in your Application, will be reclaimed from you through a separate charge on your bill.
- 1.6 Your Meter Operator must pay, or indemnify us against any loss, cost or expense incurred by us as a result of their acts, omissions, or failures.
- 1.7 If your meter supplies other addresses or any parts of a premise that you do not own or use or that are in whole or in part used or operated by another party, you must tell us. You will be responsible for paying us for all of the electricity that is supplied through your meter, even if it is used at the other address or other parts of the premise unless we have agreed otherwise with you in writing.

2 APPOINTMENT OF A DATA COLLECTOR

- 2.1 By entering into these Terms, you are agreeing to use our chosen Data Collector. A Qualified Data Collector is a person or company who provides meter data retrieval and/or meter data processing services. The charges for this service are included in your prices as displayed in your Application.

The Data Collector will obtain from your meter, and provide us with, data about your energy usage and technical data. The collection of data may happen once a day or at different intervals. We will charge you for your energy using information about your usage collected from your Meter(s). If we cannot collect the half hourly data from your Data Collector, we may need to estimate your usage and bill you accordingly, please see business.utilita.co.uk/COP
- 2.2 for more information on estimated billing. We use this data in order to ensure we minimise the costs of energy and provide you with up to date information on energy consumption.
- 2.3 Where you have an existing agreement in place for the provision of a Data Collector service, then you must tell us in writing of their details before we begin to supply your premises. You should allow 30 days' notice before your proposed Supply Start Date, so that we have sufficient time to appoint the correct Data Collector and avoid any delays in the receipt of your metering data.
- 2.4 Where you have asked us to, we will use all reasonable care to appoint your chosen Data Collector, but we may reject or delay the appointment where it is reasonable to do so. Any costs or additional charges incurred by us for such an appointment, that is not already outlined in your Application, will be reclaimed from you through a separate charge on your bill. If we cannot appoint your chosen Data Collector, we will appoint our own under clause 2.1.

3 MAINTENANCE OF YOUR HALF HOURLY METERING EQUIPMENT

- 3.1 You are responsible for the maintenance, proper functioning and accuracy of your metering equipment. If we incur additional costs resulting from the poor performance of your metering equipment, Meter Operator and/or Data Collector we will seek to reclaim these losses from you through a separate charge on your bill.
- 3.2 Where there are any changes which affects your meter or the available capacity including the measurement class, we may vary the prices outlined in your Application. We will notify you of any changes to the charges before they will apply.

4 PRICES AND/OR CHARGES

- 4.1 Your charges for the supply of electricity are set out in your Application. Your Application will also explain what is not included in your standard charges and therefore will be passed onto you as a separate charge on your bill.
- 4.2 The Application will show an indicative proposal of the Capacity which is based on the information you provided to us in your Application. We will provide an invoice for the actual Capacity provided by your Distribution Network Operator as a separate charge on your bill.
- 4.3 We will also pass on, as a separate charge on your bill, any reactive power or excessive capacity penalty charges levied on us by the Network Operator (See our Standard Terms "National Terms of Connection").
- 4.4 We are not responsible for any changes in capacity and you should discuss these directly with your Network Operator. If you need to change your Capacity, you must agree this in advance with your Network Operator.

Get in touch

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Call us on **03330 156 662**

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