



# Charging Statement for Meter Point Administration Services

This statement has been prepared in a form approved by Ofgem.

EAN 019 | Version 1.2 | January 26, 2018

## Version Control

| Version | Date       | Notes  |
|---------|------------|--|
| 1.0     | 13/09/2016 | Initial Document                             |
| 1.1     | 13/02/2017 | Formatting & revision of contact information |
| 1.2     | 26/01/2018 | Company rebrand – administrative amendments  |

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## 1. Introduction

Energy Assets Networks (EAN) are an Independent Distribution Network Operator (IDNO), licensed to design, build, adopt, operate and maintain electricity distribution networks in Great Britain.

## 2. Purpose of this Statement

This statement sets out the basis upon which charges will be made for the provision of metering point administration services to enable a supplier to make a reasonable estimate of charges it would be liable to pay for the provision of such services. It is prepared in accordance with the requirements of EAN's electricity distribution license issued under the Electricity Act 1989 (as amended by the Utilities Act 2000) and the Master Registration Agreement (MRA).

This statement describes the process for obtaining metering point administration services.

This statement also details the costs for each activity which are not included with EAN's distribution use of system charges (DuoS).

It should be noted that EAN are not currently a meter operator (MOP) and therefore does not charge for MOP services.

## 3. Persons Entitled to Apply for MPANs

An applicant applying for the use of EAN metering point administration Services (MPANs), in relation to EAN, must be a licensed Electricity Supplier and a signatory to the Master Registration Agreement (MRA) and the Distribution Connection Use of System Agreement (DCUSA). EAN are also required by its license to establish or procure data transfer services, these services are provided under contract by Electralink. Persons requiring data transfer services should apply to Electralink directly at:

Electralink  
Ground Floor  
Grafton House  
2-3 Golden Square  
London  
W1F 9HR  
Helpdesk Tel: 020 7432 3017  
E-Mail: [helpdesk@electralink.co.uk](mailto:helpdesk@electralink.co.uk)

## 4. Procedure for Applying for MPANs

An application for metering point administration services should be made in the first instance by telephone, by email or in writing to the following:

### Contact details

Normal working hours are between 8am and 5.30pm, Mon-Fri:

Post: Energy Assets Networks  
12 Sketty Close  
Brackmills Industrial Estate  
Northampton  
NN4 7PL

or email: [info@EnergyAssets.co.uk](mailto:info@EnergyAssets.co.uk)

general enquiries 0845 260 1630

emergencies 0333 800 2016

Applicants will be required to enter into an agreement with EAN prior to using the services. This agreement will set out the obligation of both parties, service levels, methods of communicating information and invoicing and payment arrangements. Where an agreement cannot be reached within a reasonable period then either party may request settlement by the Chairman of the Gas and Electricity Markets Authority.

## 5. Charges for Metering Point Services

The normal operating costs of providing a metering point administration service (MPAS) are included with EAN distribution use of system charges (DuoS). If an electricity Supplier should request additional services, then a transaction charge will be levied by EAN. A table of these charges are provided here in. The charges detailed overleaf are exclusive of VAT.

## 6. Table of Charges

The charges set out below are for transactional services associated with the provision of MPAS.

| Activity   | Unit                   | Charge  |
|--|------------------------|---|
| Provision of a Contact Notice  | Per notice - Manual    | £30.00  |
| Manual Database Amendment  | Per notice - Automatic | £5.00   |
|  | By Agreement           | Charge will vary according to the number of data items to be changed but typically estimated at £300.00 |
| Full Refresh   | Per Event              | £500.00   |
| Selective Refresh of Data  | Per Supplier Number    | £15.00  |
| Data Resend (when original data transmission does not reach the intended recipients gateway) | Per Resend             | £30.00  |
| Rejections   | Per Rejection          | £5.00   |
| Report to Settlement System Administrator  | Per Report             | £50.00  |
| Report to Elexon Parties   | Per Report             | £50.00  |
| MPAS Investigations Reports  | Per Report             | £50.00  |
| Report to Data Aggregator (detailing last file sequence number)                              | Per Report             | £50.00  |

## 7. Contacting EAN

EAN will clearly detail and make available information on how customers can contact us on matters associated with the electricity network and any other concerns about electricity.

### 7.1 OUR EMERGENCY SERVICE

We aim to provide a safe and reliable electricity supply but unfortunately sometimes faults do occur on our electricity network which causes interruptions to our customers' electricity supply.

If you wish to report the loss of your electricity supply or detail any concern about the safety of the meter, overhead lines or underground cables please contact us on the 24 hour, 365 day a year emergency number: **0333 800 2016**

### 7.2 OUR NORMAL HOURS SERVICE

To enquire by telephone about any of the services we provide, or if you wish to make a complaint, please telephone us between 8am and 5.30pm on: - 0845 260 1630

### 7.3 CUSTOMERS WHO ARE DEAF OR WHO HAVE DIFFICULTY HEARING

If you are deaf or you have difficulty hearing, you may write, email or fax EAN using the contact details outlined below. Your correspondence will then be given a priority.

|       |                              |
|-------|------------------------------|
| Post: | Energy Assets Networks       |
|       | 12 Sketty Close              |
|       | Brackmills Industrial Estate |
|       | Northampton                  |
|       | NN4 7PL                      |

|           |  |
|-----------|--|
| or email: | <a href="mailto:info@EnergyAssets.co.uk">info@EnergyAssets.co.uk</a> |
|-----------|--|

|                   |               |
|-------------------|---------------|
| general enquiries | 0845 260 1630 |
|-------------------|---------------|

|             |               |
|-------------|---------------|
| emergencies | 0333 800 2016 |
|-------------|---------------|