

---

## Indigo Power Limited

### Miscellaneous Charging Statement

---

MAIN AUTHOR

Megan Goss



Head of Regulation and Compliance  
31st March 2025

APPROVER

Terry Dugdale



Chief Executive Officer  
31st March 2025

Document Number

IPN-MCS-001

Current Version

V1.0

#### REVISION HISTORY

Version	Date	Description
V1.0	31st March 2025	Initial Publication

## Contents

Introduction .....	3
1. Energisation, De-energisation and Re-energisation services .....	4
2. Disconnection of a Site .....	5
3. Services Ancillary to Use of System .....	6
4. Contact Us .....	9

## **1.0 Introduction**

Welcome to Indigo Power. Indigo Power is an independent electricity distribution business, licensed by the Gas and Electricity Markets Authority (GEMA), to design, build, adopt, operate and maintain electricity distribution networks in Great Britain.

This statement has been produced to inform Suppliers, Generators, Licensed Distribution Network Operators and any other persons of our transactional charges.

These charges are for activities that support the competitive energy market and will be billed by Indigo Power on an individual basis for any service requested.

All charges in this statement are shown exclusive of VAT. Invoices will include VAT at the applicable rate.

## 2.0 Energisation, De-energisation and Re-energisation services

The following charges apply where the relevant service is required of Indigo Power or our agent rather than the Supplier's own Meter Operator. These charges are based on the energisation, de-energisation and re-energisation being undertaken at the service cut-out/meter position. Other methods of de-energisation, re-energisation (e.g. service cable joint), or any work associated with a connection at Extra High Voltage will be individually quoted.

To change the energisation status of a connection we require a minimum of 15 working days' notice for a Low Voltage connection or a minimum of 25 working days' notice for a High Voltage or Extra High Voltage connection, or such other period as may be specified in any agreement with us to that effect.

Indicative charges for these services are shown in the table below. Actual charges will be based on a time and materials basis. The relevant charge is applicable even when the visit to the premises does not result in energisation, reenergisation or de-energisation.

Activity	Normal Working Hours	Out of Hours
Attend site to Energise, De-energise or Re-energise	POA	POA
Cancelled Visit, less than 24 hours prior to scheduled visit time	POA	POA
Abortive Visit Where job cannot be completed due to circumstances beyond Indigo Power's control	POA	POA

### **3.0 Disconnection of a Site**

Suppliers wishing to request a disconnection must submit a Disconnection Notice in accordance with their Use of System Agreement.

Where a party requests the disconnection of a site, then an individually assessed charge will be quoted. Charges will be levied in accordance with Indigo Power's Connection Charging Methodology.

In the case of High Voltage or Extra High Voltage connections Indigo Power must be consulted at the earliest possible stage. Proposals for the removal of equipment will be subject to individual assessment.

## 4.0 Services Ancillary to Use of System

### 4.1 Service Termination Issues

When a defect with our service termination equipment at any premise is reported to us, we will normally rectify the defect free of charge unless one (or more) of the following criteria applies:

- we are requested to carry out the work outside of normal working hours and it is not an emergency situation<sup>1</sup>;
- a defect is reported, and no fault is found with our network equipment;
- a defect has been reported under the wrong fault category;
- a defect is within six months of a meter change or installation and, in our reasonable opinion, was caused by the change or installation;
- replacement of our service cut-out is requested, and it is not in unsafe condition and can be operated by suitably trained and equipped personnel;
- a service termination alteration is requested to facilitate a meter change.

Charges are shown on the table below and will be levied on the registered supplier of the MPAN at the time of the request. The relevant charge is applicable even when the visit does not result in the work being carried out. Please note that more than one charge may apply, depending on the extent and nature of the work required and when it is carried out.

---

<sup>1</sup> An emergency situation is a Category A defect which requires immediate attendance. Category A defects are listed in the Retail Energy Code's Data Flow Catalogue and Data Item "asset condition code".

Activity	Normal Working Hours <sup>2</sup>	Out of Hours
Charge for attendance outside of normal working hours for the correction of nonemergency defects	POA	POA
No defect found	POA	POA
Defect was reported under the wrong category	POA	POA
Attendance to a defect caused by the change or installation of metering equipment	POA	POA
Replacement of a single-phase service cut-out which is not in an unsafe condition	POA	POA
Replacement of a multi-phase service cut-out which is not in an unsafe condition	POA	POA
Service termination alteration and /or associated equipment to facilitate meter change	POA	POA

## 4.2 Alteration to Service Termination Equipment

Where alteration to our service termination equipment at any premises is required to facilitate a meter change or installation this must be requested using our connection works applications process. The charge will be calculated on a times-and-materials basis.

## 4.3 Revenue Protection Services

Indigo Power does not offer Revenue Protection Services. Where Indigo Power is requested to attend site and undertake work on its distribution system to support a Supplier's activities a charge will be payable by the Supplier irrespective of whether the site visit was undertaken at the instigation of the Supplier or their Revenue Protection Agent.

---

<sup>2</sup> Normal working hours are between 09:00 and 17:00 hours, Monday to Friday, excluding Bank Holidays.

Activity	Normal Working Hours	Out of Hours
Replace a cut-out that has been intentionally tampered with and is in an unsafe condition	POA	POA
De-energisation or re-energisation <sup>3</sup> of a premise upstream of the cut-out on Indigo Power's Distribution System (e.g. service cable joint)	POA	POA
Call out and attendance to a site where work is subsequently aborted by the Supplier or their Revenue Protection Agent while at site	POA	POA

In the event that Indigo Power is requested to effect a de-energisation or re-energisation at the cutout/meter position in relation to a Revenue Protection incident or where Indigo Power is erroneously called out because of a tampered installation then the charges shown in Section 2 shall apply.

#### 4.4 Qualification and application of LV Sub Site Specific tariff

Where a party requests Indigo Power to conduct a site visit or technical assessment to determine whether a site should be allocated the "LV Sub Site Specific tariff" under Schedule 16 of the Distribution Connection and Use of System Agreement (DCUSA), an individually quoted charge will be levied on the party.

#### 4.5 Urgent Metering Services

Indigo Power does not offer services for Urgent Metering. Therefore users/suppliers are advised to make their own arrangements for this service. If Indigo Power subsequently chooses to provide such services, charges will be individually determined to reflect the level of service required. Any agreed terms will be included in an agreement between the supplier and Indigo Power.

#### 4.6 Estimation of Half Hourly (HH) Consumption Values for HH MPANs

Where a connection point is energised in MPAS (or deemed to be energised following Indigo Power's investigations), and the consumption values for settlement dates concerned have not been received from the Supplier's appointed Data Collector (in accordance with the BSC), or in a file format as defined in Indigo Power's DUoS Charging Statement, Indigo Power will estimate the HH consumption values and charge in accordance with DCUSA Clause 44.3. Indigo Power, at its own discretion, may also add a transactional charge of £50.00 which will be levied for each MPAN for each settlement period where estimation is required.

---

<sup>3</sup> For disconnection of a site, see section 3 above.



#### 4.7 Other Services

Charges for other services ancillary to Use of System will be individually quoted on a times and materials basis.

### 5.0 Contact Us

To request any of the services described in this statement, please contact us:



Normal working hours are between 09:00am and 17:00pm, Monday to Friday, excluding Bank Holidays.