

Additional Account Charges

If your account has an overdue payment, we will contact you to come to an agreement and collect your outstanding balance. Failure to come to an agreement and pay your outstanding balance may result in additional charges at each stage of the process, all fees are exclusive of VAT unless stated otherwise. VAT will be added at the applicable rate as detailed below:

Aborted Metering Visits:	Up to £250
Meter Inspection/Meter Read Visit	£180
BAC's Fee:	Up to £20 per transaction
Change of Tenancy Fees:	Up to £300 (if contract end date is less than 6 months) Up to £550 (if contract end date is greater than 6 months)
Credit Card Processing Fee:	2.172% fee and a £1.80 service charge
Debt Resolution Visit (and all subsequent visits):	Up to £150
Dunning Letter 2 & 3:	Up to £50
Dunning Letter 4:	Up to £110
Direct Debit Cancellation & Failure Fee:	Up to £500
Meter removal/isolation	Up to £2,000
Meter Reconnection Fees:	To be reconnected, you must pay your outstanding balance in full as well as a 3-month Security Deposit. Re-Connections charges are priced on request.
Pre-start Contract Termination Fee:	Up to £420
Paper Correspondence Charge (Including monthly bills and operational communications):	Up to £7.50 per communication
Switching Fee (from Credit to Pay-AsYou-Go mode or vice versa)	Up to £30
Debt Agency Fee	15% of any outstanding balance (once issued to debt agency).

Registered Office: Patrick Tobin Business Park, B3, Bolton Rd, Wath upon Dearne, Rotherham S63 7LL

Warrant Enforcement Fee:

Up to £1,500 + ancillary costs (Warrant costs exclusive of Distribution Network Operators and associated industry costs)

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