



Summary of charges

The 'Summary of charges' is a list of charges that you could incur under certain conditions. You can find more information about this in our 'Domestic terms and conditions' (which are available from the 'Terms and conditions' link at the bottom of the home page on our website www.first-utility.com).

All prices quoted are inclusive of VAT unless otherwise specified.

1. Late cancellation or no access charge - £30

We understand that sometimes missed appointments are unavoidable. However if an appointment is missed and we are not informed at least 48 hours prior to the engineer's visit, First Utility may charge you £30 in accordance with our Terms and Conditions.

2. Electricity meter accuracy test - £84 + VAT

If you ask us to check the accuracy of your electricity meter and it is found to be measuring accurately we may charge you the cost of this investigation.

3. Gas meter accuracy test - £108 + VAT

If you ask us to check the accuracy of your gas meter and it is found to be measuring accurately we may charge you the cost of this investigation.

4. Paper-billing fee

Monthly online bills are part of our standard service for credit customers. If you would prefer to receive a paper bill, or a statement of account if you are a prepayment customer, we can arrange this for you, however there will be a charge of up to £12 per fuel per year.

5. Payment processing fee

All of our customers are normally on monthly direct debit payment. Other payment methods may incur a monthly administration fee of up to £24 per year (or where different, the charge specified in your tariff guide).

6. Termination fees

A termination fee may be payable if you are on a Fixed Term contract and cancel within the Fixed Term period that is the prior to the end date of the tariff. This is reflective of some of the upfront costs we incur in providing the service to you. Our variable tariffs do not have a fixed term, so this fee will not be applied if you are on one of these tariffs. For most of our tariffs the fee is £30 for electricity and £30 for gas however for some tariffs the amount is higher. If you are unsure as to whether the termination fee applies to you please refer to the tariff guide for your tariff.

Summary of charges

7. Pre-disconnection visit - maximum charge £45

If you owe us an outstanding debt (including circumstances where we have upheld a disputed balance) we will always work with you to agree a suitable payment arrangement. Where it has not been possible to agree a suitable payment arrangement, or where we have had no substantive response from you to set up a suitable payment arrangement, we may be required to send a Debt Counselling Agent to visit your property. If that becomes necessary, a maximum £45 charge may be applied to cover our costs relating to this.

8. Installation of a prepayment meter to avoid disconnection - maximum charge £283

Where we are required to gain a warrant to enter your property to install a prepayment meter in order to avoid disconnecting your electricity and/or gas supply, a maximum charge of £283 may be applied to cover our costs relating to this. This charge is broken down as between the following costs:

- Engineer - £90.00
- Locksmith - £72.00
- Court application and warrant granted - £50.00
- Dual fuel isolation - £70.00
- Correspondence - £1.00

9. Dog handling charge - £280

In the case above, where a prepayment meter is being installed at your property under warrant to avoid disconnecting your electricity and/or gas supply, and there is a dog at the property, we may be required to engage the services of a dog handler. This may lead to an additional charge of £280.

10. Debt collection Agency charge - maximum charge £46

Where your unpaid account is passed to one of our debt collection partners there will be a maximum charge of £46 added to the amount you owe to cover our associated costs.

11. Returned cheques - £5

Any cheques returned from your bank, for whatever reason, will be charged at £5 per cheque.

12. Replacement payment cards - £5

If you lose or damage a payment card and would like a replacement card we may charge you £5 for delivery of each card via first class post or £10 per card for special delivery. We can send a replacement card either to your home or to a convenient local Paypoint outlet for you to collect.

Summary of charges

13. Distribution Network Operator charges - maximum charge £1,200

In any circumstances where a Distribution Network Operator (DNO) enters your property for the purpose of removing, securing or making good maliciously damaged, or otherwise modified meter equipment a charge of up to £1,200 may be applied to recover our own costs to the DNO. A copy of those DNO charges can be provided upon request.

14. Isolator installation fee - £83.96 + VAT

If you make a request for the installation of an Isolator switch, there is a fee of £83.96 + VAT for this service.

15. Revenue Protection Charges - maximum charge £1,200

In any circumstances where a Revenue Protection Officer attends your property for the purpose of investigating issues surrounding energy theft and meter tampering and makes a finding of confirmed theft, a charge of up to £1,200 may be applied.