



Shell
ENERGY

Summary of charges

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Introduction

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.shellenergy.co.uk).

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, Shell Energy may charge you £30 in accordance with our Terms and Conditions. Our Appointment Criteria document (available within the 'Our policies' subsection of our website) also lists the things you need to do, or tell us about, when booking your appointment so that the engineer can complete the work on the day. If you don't, and this prevents our engineer from starting or completing the work, Shell Energy may charge you £30.

2. Electricity Check Meter Accuracy Test - Installation & Removal Fee - £257.77 (VAT charged at 5%)

If you request for us to check the accuracy of your electricity meter and it is found to be measuring accurately we will charge you for the cost of this investigation, in accordance with our Terms and Conditions.

This test requires two visits to the property. Our primary accuracy test is where a 'Check' meter will be installed alongside the existing meter for a monitored period of time. Following the completion of the test period, the Check meter will be removed, then reads from both meters are compared to provide the final outcome.

3. Gas Meter Accuracy Test Fee - £168.00

If you request for us to check the accuracy of your gas meter and it is found to be measuring accurately we will charge you the cost of this investigation, in accordance with our Terms and Conditions.

This test requires one visit to the property where the existing gas meter will be removed, then replaced with another meter. The original meter that has been removed will be analysed by an independent testing body, who will send the final outcome directly to the customer and Shell Energy will also receive a copy.

4. Electricity Meter Accuracy Test Fee - £147.30

If you request for us to check the accuracy of your electricity meter and it is found to be measuring accurately we will charge you the cost of this investigation, in accordance with our Terms and Conditions.

This test is our secondary meter accuracy test which is **only** available in the event that a **Electricity Check Meter Accuracy Test - Installation & Removal** cannot be carried out, due to a lack of space to install a 'check' meter in the necessary location at a property.

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 £48 per fuel 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.

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. Warrant application charge (WAC) - maximum charge £51

If we are unable to come to a repayment agreement with you or are unable to make contact during the Pre-disconnection visit we will then approach the court to obtain a warrant of entry to your home to enable us to instal a Prepayment meter.

9. Warrant confirmation charge (WCC) - maximum charge £99

Where we have executed the warrant and installed a Prepayment meter then a fee of £99 will be recharged to your account.

Any charges incurred leading up to the installation of the prepayment meter will be added to your overall outstanding balance and loaded onto your prepayment meter.

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. Cancelled or failed direct debits - £5

If you cancel a direct debit, or your payment fails for any reason other than in accordance with those circumstances permitted under our Terms & Conditions, we will charge £5 for every failed direct debit payment.

13. 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.

14. Isolator installation fee - £138.00

If you make a request for the installation of an Isolator switch, there is a fee of £138.00 for this service.

15. Fuel Theft - Unlimited

If you have tampered or by-passed your meter or otherwise falsified your meter readings in order to evade payment for the energy you have consumed then we will seek to recover all of our costs from you including: the cost of the site investigation (which can exceed £1,000), the cost of meter replacement (which can reach £1,000), the value of fuel you have stolen and the costs of supporting police investigation and prosecution (which can exceed £300). In addition, fuel theft is a statutory crime which carries a fine of up to £2,000 and imprisonment for up to 5 years.