

Good Energy Surcharges

Prepayment metering	Charge	Notes
Reprogram prepayment meter by site visit	£25	
Issue replacement key/card by post	£6	
New connection meter installations		
Single phase meter installation	£35	
Polyphase meter installation	£45	
Prepayment meter installation	£70	
Gas	Variable	Please call for a quote
Ad hoc meter changes		
Single phase – credit	£35	
Polyphase – credit	£35	
Prepayment	£60	
Gas	Variable	Please call for a quote
Metering system investigations		
Accuracy test – single phase	£35	If your meter is found to be faulty then you will not be charged for these investigations.
Accuracy test – polyphase	£55	
Install/remove check meter – single phase	£35	
Install/remove check meter – polyphase	£75	
Gas	Variable	Please call for a quote
Meter re-site/removal		
Re-site – single phase	£20	Please note some meter moves will need to be quoted and charged by third parties. These costs will be passed through to you. Please call us to obtain a quote.
Re-site – prepayment	£40	
Re-site – polyphase	£30	
Remove – single phase	£20	
Remove – prepayment	£30	
Remove – polyphase	£55	
Gas	Variable	
De/re-energisations (fuse removal)		
De/re-energisation	£25	
De/re-energisation (single visit)	£35	
De-energisation & isolator switch installation – single phase	£30	
De-energisation & isolator switch installation – polyphase	£60	
Gas	Variable	Please call for a quote

Site visits		
Technical inspection visit	£49	A visit by a meter technician to undertake meter works activity
Non-technical inspection visit	£30	A visit by an agent to undertake a site and/or asset investigation
Additional appointment charges		Additional to meter work charges
Out of hours installation – weekday	£125	Installation commencing outside of working hours (Monday to Friday 8.30am to 5.30pm)
Out of hours installation – weekend	£135	Installation commencing on Saturday, Sunday or bank holidays.
Emergency appointments		
In hours call-out	£66	
Out of hours call-out	£85	
Metering appointments		Investigate meter fault, supply interrupted
Short notice appointments	£22	
Am / pm appointments	£6	
2 Hour banded appointments	£12	Available appointments: 8am to 10am 10am to 12 noon 12 noon to 2pm 2pm to 4pm 4pm to 6pm
Disconnection costs		
Good energy may need to disconnect your supply or install a prepayment meter due to non-payment. The costs will be passed through to your account and are made up of various charges we incur. Please note; multiple visits will incur greater costs.	Variable up to £450	Costs that we may incur in the course of disconnection may include: Court warrant application Court warrant execution Court fee Locksmith fee Meter operator costs Dog handler fees
Debt recovery costs		
Should your account be passed to an external third party for debt recovery; I.E. Solicitors or debt recovery agencies, costs may be added to your account. These costs will vary dependant on the action taken.	Variable	