



NETWORK OPERATIONS

Siteworks Charging

From May 2014

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Introduction:

This schedule details the charges for services carried out by Bord Gáis Networks (BGN) on behalf of Customers or Shipper/Suppliers. Bord Gáis Networks carries out all activities on behalf of Gaslink Independent System Operator Limited, the holder of the system operator licences in respect of the transmission and distribution systems.

Each section of this document is broken down into Customer, Supplier (all references to Supplier mean Shipper/Supplier) or Bord Gáis Networks requested activities.

- Customers: Customers may deal directly with Bord Gáis Networks to request works to be carried out
- Supplier: Customers must go through their gas supplier to request work to be carried out by Bord Gáis Networks
- Bord Gáis Networks: In some instances Bord Gáis Networks determines that works must be carried out at the premises.

This document is split into different categories of activities covering the following areas:

- Connection Services
- Commissioning Services
- Supply Restoration Services
- Supply Reconfiguration Services
- Supply Upgrade/Exchange Services
- Investigation/Inspection Services
- Energy Management Services
- Repair/Protection Services
- Decommissioning Services
- Revenue Protection Services
- Service Non-completions
- Networks Operations

Site works charges are broken down into five distinct types:

1. **No Charge** - Bord Gáis Networks will not charge the customer or supplier for carrying out some activities
2. **Fixed** - There is a pre-determined price that is set for carrying out the work on behalf of the customer or supplier
3. **By Quotation** - For some jobs the cost may vary depending on the amount of work required, e.g. length of pipe and these activities are quoted for by Bord Gáis Networks and passed onto the customer or supplier.
4. **Firm Fixed Price** –For some Supplier requested activities, the price will be agreed in advance with Bord Gáis Networks, this price will not be subject to change.
5. **Full Cost Recovery** – For these Supplier requested activities the job will be done as requested and the full cost of completing the job invoiced to the Supplier.

These Siteworks charges will remain as published (excluding Vat changes) until January 2015. Siteworks charges will then be adjusted based on HICP on an annual basis in line with the current Period Contract terms, this is to facilitate BGN maintaining the percentage cost recovery projected in the 2012-2017 Price Control determination.

General Conditions:

Services are provided on the following basis:

- Normal working hours are Monday to Friday 9.00 - 17.00. Some works may be conducted outside these hours and are detailed as out-of-hours and charged for accordingly.
- All charges are inclusive of labour, materials, excavation, backfill, reinstatement (where applicable) and all associated administration overheads.
- BGN will specify the size and type of meter to be used.
- For non-standard work requests, which involve additional work or work conducted by the customer or their agent, individually assessed charges will be quoted. These charges will be based on the provision of a quotation or a firm fixed price after a site visit (if required) from a BGN representative.
- The charges in this document apply to requested works.
- The connection charges are in line with the current Connection Policy which is approved by the CER and may be updated from time to time.
- In general charges include VAT at 13.5% (subject to legislative change)
- Customer requested work is conducted on a pre-payment basis.
- Customer requested work is only appointed and scheduled post receipt of payment.
- Quotations will be valid for 1 month.
- Supplier work requests will be carried out in accordance with the conditions of the current Siteworks Services Agreement and the Connections Agreement
- Charges will be adjusted for inflation on an annual basis, as agreed with the CER.
- Services are provided in the context of current published Networks Charter Standards and Planned Performance levels.
- Charges in respect of accidental damage to the network are established on an individual basis.

General Notes

- BGN refers to Bord Gáis Networks.
- Prepayment Gas Meters are also referred to as *Pay-As-You-Go* (PAYG) Gas Meters.

1. Connection Services

This section of the Siteworks document details the charges and conditions relating to first time, one-off connection to the Bord Gáis Network. Bord Gáis Networks charges for the complete connection, however the meter fit request must be made through the Supplier.

Customer Requested Activities

Activity Description	Proposed Contribution (excl VAT)	Proposed Contribution (incl VAT)
<u>Service Pipe Connection*</u> For most connections to the gas network Bord Gáis Networks has a fixed price for lengths up to 15 metres** inclusive of a credit meter fit. <ul style="list-style-type: none"> • Connection - One-Off Domestic, ≤ 15m & ≤ 63mm diameter pipe & ≤ G10 meter. • Connection - One-Off I/C, ≤ 15m & G4 meter. • Connection - One-Off I/C, Fitter Fab Meter Unit, ≤ 15m & G10 meter.*** • Connection - One-Off I/C, Modular Meter Unit, ≤ 15m & G10 meter.*** • Connection - One-Off I/C, Fitter Fab Meter Unit, ≤ 15m & G16 meter.**** • Connection - One-Off I/C, Modular Meter Unit, ≤ 15m & G16 meter.**** • Connection - One-Off all Domestic & I/C >G16 meter. <p>* Any connection requiring a mains extension is quotable. ** (15 metres) Domestic customers are measured from the property to the property boundary. I/C customers the length is absolute. *** Estimated Annual Consumption ≤ 40,000kWh for G10 meters. **** Estimated Annual Consumption ≤ 130,000kWh for G16 meters.</p>	€220 €631.67 €1,060.54 €1,489.67 €1,091.05 €1,769.90 Quote	€249.70 €716.95 €1,203.71 €1,690.77 €1,238.34 €2,008.84 Quote
<u>Additional Service Pipe Lengths (Domestic and I/C)</u> For lengths greater than 15m an additional cost applies <ul style="list-style-type: none"> • BGN Trenching • Customer Self Trenching <p>Where BGN calls out to do the work and the site is not ready or not to standard a charge will apply (see non-completion of activities)</p>	Proposed Charge (excl VAT) €45.21 per metre €9.66 per metre	Proposed Charge (incl VAT) €51.32 per metre €10.97 per metre
<u>Internal Pipework (Domestic and I/C)</u> <ul style="list-style-type: none"> • Steel pipework for first 3m (supply & fit pipe only) < 38mm • Steel pipework - additional pipework (supply & fit pipe only) < 38mm 	€270.25 €42.07 per metre	€306.73 €47.75 per metre
<u>Additional Service Pipe Connection Costs - where applicable.</u> <ul style="list-style-type: none"> • Local Authority Road Opening Licences • G10 to G25 Meter Protection Cages - New Connection. • G10 to G25 Meter Protection Cages - Customer request. 	€ 236.38 € 347.51 €1,158.37	€ 268.29 € 394.42 €1,314.75

Supplier Requested Activities

All service pipe connection activities can be directly requested by the end user to Bord Gáis Networks. Meter fit requests have to be made through the Supplier.

Bord Gáis Networks Required Activities:

Activity Description	Proposed Contribution (excl VAT)	Proposed Contribution (incl VAT)
<p><u>Design & Estimation *</u></p> <p>An up-front fee may apply to requests for design / estimation dependent on their Estimated Annual Consumption as outlined below:</p> <ul style="list-style-type: none"> • $\leq 4,500,000$ kWh's • $>4,500,000$ & $\leq 22,000,000$ kWh's • $>22,000,000$ kWh's 	<p>No Charge</p> <p>€751.77</p> <p>€3,758.84</p>	<p>No Charge</p> <p>€924.68 (VAT at 23%)</p> <p>€4,623.37 (VAT at 23%)</p>

* Bord Gáis Networks charges for works where the Estimated Annual Consumption is greater than 4,500,000 kWh's. These charges are applied to projects that require extensive effort by the design team in design and estimation. They are introduced to deter customers sending in numerous versions of project design and tying-up valuable design time and resource. This charge is fully rebated against connection contribution if & when the project goes ahead.

3. Supply Restoration Services

This section of the Siteworks document details the charges and conditions relating to restoration of supply to a premise that has had natural gas turned off or isolated, be it for safety related or any other reason and where a meter is still installed.

Customer Requested Activities

Activity Description	Proposed Charge (excl VAT)	Proposed Charge (incl VAT)
<p><u>Supply restoration post safety lock</u></p> <p>To restore supply to a premise that has been locked for safety reasons and a non-registered* installer has conducted an installation repair.</p> <ul style="list-style-type: none"> Restore supply safety related 	No Charge	No Charge

**Registered Gas Installers (a current list can be sourced on the BGN website) can restore supply themselves to an installation that they have repaired.*

Supplier Requested Activities

Activity Description	Proposed Charge (excl VAT)	Proposed Charge (incl VAT)
<u>Supply restoration</u>		
To restore supply to a premise that has had supply isolated:		
<ul style="list-style-type: none"> Restore supply Domestic Meter, non safety related - normal working hours. 	€63.91	€72.54
<ul style="list-style-type: none"> Restore supply I/C Meter, non safety related - normal working hours. 	€129.62	€147.12
This activity may also be requested between 17.00 and 19.00 Monday to Friday and on Saturdays from 09.00 to 17.00, as outlined below:		
<ul style="list-style-type: none"> Restore supply Domestic Meter, non safety related - outside normal working hours. 	€127.82	€145.08
<ul style="list-style-type: none"> Restore supply I/C Meter, non safety related - outside working hours. 	€259.24	€294.24
<u>Reconnect Service Post Cut-Off</u>		
Bord Gáis Networks may have previously been requested to cut-off a service in the footpath / road. In order to reconnect a customer ground will have to be re-opened to reconnect at the mains. This activity is treated the same as an initial connection plus 1 metre of service and the same cost applies as a standard one-off connection plus 1 metre over.		
<ul style="list-style-type: none"> Reconnect Domestic Customer 	€265.21 (€220 + €45.21)	€301.01
<ul style="list-style-type: none"> Reconnect I/C Customer = G4 	€676.89 (€631.67 + €45.21)	€768.27

<ul style="list-style-type: none"> Reconnect I/C Customer = G10, Fitter Fab Meter Unit. 	€1,105.75 (€1,060.54 + €45.21)	€1,255.03
<ul style="list-style-type: none"> Reconnect I/C Customer = G10, Modular Meter Unit. 	€1,534.88 (€1,489.67 + €45.21)	€1,742.09
<ul style="list-style-type: none"> Reconnect I/C Customer >G10 	Firm Price to be agreed in advance	Firm Price to be agreed in advance

Bord Gáis Networks Required Activities:

Activity Description	Proposed Charge (excl VAT)	Proposed Charge (incl VAT)
<u>Reconnect Service post safety Cut-Off</u> To restore supply to a premise that has had its service cut-off in the pavement / road for safety reasons. <ul style="list-style-type: none"> Reconnect customer ≤63mm safety related 	No Charge	No Charge
<u>Reconnect Service post Battery Related Cut-Off</u> To replace an end-of-life battery where a customer has previously refused access as part of the scheduled battery replacement program. <ul style="list-style-type: none"> Replace Lithium Battery & Reconnect customer Replace Alkaline Battery & Reconnect customer 	€116.80 €116.80	€132.57 €132.57

5. Supply Upgrade/ Exchange Services

This section of the Siteworks document details the charges and conditions relating to upgrading a gas service pipe and meter - typically due to gas load increase or exchanging of a meter for technical reasons.

Customer Requested Activities

Activity Description	Proposed Charge (excl VAT)	Proposed Charge (incl VAT)
<u>Upgrade Service - All Domestic & IC ≤G10</u> Upgrading a service is equivalent to an alter service where BGN carries out the trenching and is charged for accordingly. <ul style="list-style-type: none"> Upgrade service & meter - up to 63mm diameter pipe, service ≤ 5m & no meter move Upgrade service & meter - up to 63mm diameter pipe, service ≤ 5m & meter moves Where the service upgrade is greater than 5 metres the following costs apply in addition to the upgrade charge: <ul style="list-style-type: none"> Upgrade service & meter, over 5 metres 	€554.42 €676.09 €62.57 per metre	€629.27 €767.36 €71.02 per metre
<u>Upgrade Meter</u> <ul style="list-style-type: none"> Meter upgrade all domestic ≤G16 & IC ≤G10 Meter upgrade IC >G10 	No Charge By Quotation	No Charge By Quotation

Supplier Requested Activities

Activity Description	Proposed Charge (excl VAT)	Proposed Charge (incl VAT)
<u>Domestic Meter Exchange*</u> A customer requesting a change of meter-type is charged as outlined below: <ul style="list-style-type: none"> Exchange credit meter (in) for prepayment meter (out) Exchange prepayment meter (in) for credit meter (out) 	€175.44 € 97.51	€199.13 €110.68

* Supplier may nominate a “discounted” (free) prepayment meter fit where a hardship case can be determined in line with criteria/limits introduced by CER.

Bord Gáis Networks Required Activities:

Activity Description	Proposed Charge (excl VAT)	Proposed Charge (incl VAT)
<u>Exchange meter like for like</u> Where Bord Gáis Networks determines that a meter needs to be replaced for a technical reason Networks will arrange a like for like exchange. This includes dial type exchange for digital type meters. <ul style="list-style-type: none"> Exchange all meters like for like (Incl. Prepayment) 	No Charge	No Charge

6. Investigation/Inspection Services

This section of the Siteworks document details the charges and conditions relating to requests for special services or additional special meter reads and meter/service testing.

Customer Requested Activities

Activity Description	Proposed Charge (excl VAT)	Proposed Charge (incl VAT)
<p><u>Quality Control Surveys</u></p> <p>A customer who suspects the occurrence of carbon monoxide or sulphidation may contact Bord Gáis Networks to get a test carried out on an appliance or their installation.</p> <ul style="list-style-type: none"> Carbon Monoxide Test Sulphidation Test 	No Charge No Charge	No Charge No Charge
<p><u>Service Test</u></p> <p>A customer with an existing service pipe but unsure if the supply is “live” may contact Bord Gáis Networks to get a test carried out.</p> <ul style="list-style-type: none"> Test Service for Gas 	No Charge	No Charge
<p><u>Meter Mix-up Investigation</u></p> <p>Where a builder makes a late change in street naming/number BGN will charge an administration fee for rectifying each meter mix-up.</p> <ul style="list-style-type: none"> Meter Mix-up investigation (per meter) 	€20.05	€22.76

Supplier Requested Activities

Activity Description	Proposed Charge (excl VAT)	Proposed Charge (incl VAT)
<p><u>Special Read</u></p> <p>Bord Gáis Networks schedules 4 actual reads at a customers premise per annum. If a customer requires an additional read this is charged for and may only be requested via their Supplier. The charge is for 1 attempt to carry out a special read</p> <ul style="list-style-type: none"> Domestic/IC special read <p>This activity may also be requested to be conducted between 17.00 and 19.00 Monday to Friday and on Saturdays from 09.00 to 17.00 and incurs a premium charge for providing this service, as follows:</p> <ul style="list-style-type: none"> Domestic/IC special read - outside normal working hours 	<p>€17.04</p> <p>€34.09</p>	<p>€19.35</p> <p>€38.69</p>

<p><u>Meter Test</u></p> <p>A Meter Test activity includes a site visit, meter replacement and sending away for testing of the meter by an independent service provider. Post-test a Meter Test Certificate is issued to the customer stating whether the meter proved accurate or not. The test charge paid is refunded if the meter is found to measure inaccurately (outside specified tolerances). A consumption adjustment will be carried out where meters prove to measure inaccurately.</p> <ul style="list-style-type: none"> • Meter Test up to G4 & all domestic • Meter Test for I/C G10 & G16 • Meter Test >G16 		
	€353.29	€401.05
	€768.52	€872.27
	Firm Price to be Agreed in Advance	Firm Price to be Agreed in Advance

7. Energy Management Services

This section of the Siteworks document details the charges and conditions relating to installing volume measurement systems at what are normally classed as Non Daily Metered (NDM) premises. This is an optional service installed at customer request.

Customer Requested Activities

Activity Description	Proposed Charge (excl VAT)	Proposed Charge (incl VAT)
<u>Energy Management Systems</u> Bord Gáis will provide a termination point where the end user can make their connection to a pulse output. Bord Gáis shall be responsible for ensuring a LF pulse is available at this termination point. <ul style="list-style-type: none">Installing Building Management System at NDM premise	€932.40	€1,058.27
<u>Calibration Certificates</u> A customer may request a calibration certificate in respect of their meter <ul style="list-style-type: none">Issue Domestic/IC calibration certificate	No Charge	No Charge

Supplier Requested Activities

All Energy Management Services can be directly requested by the end user to Bord Gáis Networks.

Bord Gáis Networks Required Activities:

There are no charges relating to Bord Gáis Networks initiated inspection / investigation.

9. Decommissioning Services

This section of the Siteworks document details the charges and conditions relating to discontinuation of gas supply to a premise.

Customer Requested Activities

Activity Description	Proposed Charge (excl VAT)	Proposed Charge (incl VAT)
<u>Cut-off Service pipe</u> A premise owner wishing to have the service pipe connecting their property to the mains network decommissioned may request same directly of Networks <ul style="list-style-type: none"> Single service cut-off ($\leq 63\text{mm}$) 	€728.40	€826.73

Supplier Requested Activities

Activity Description	Proposed Charge (excl VAT)	Proposed Charge (incl VAT)
<u>Cut-off Service pipe</u> A supplier wishing to have the service pipe connecting the customer's property to the mains network decommissioned may request same for credit or non-credit related purposes. <ul style="list-style-type: none"> Single service cut-off ($\leq 63\text{mm}$) 	€728.40	€826.73
<u>Disconnect Meter</u> The request to get a gas meter removed must be received via a Supplier, for credit & non-credit related purposes: <ul style="list-style-type: none"> Disconnect Domestic Meter Disconnect IC Meter 	€94.73 Firm Price to be Agreed in Advance	€107.52 Firm Price to be Agreed in Advance
<u>Isolate Domestic Meter – Credit related (Pay Before you Lock – PBYL)</u> Prior to credit related supply isolation, customers are given the opportunity to contact their supplier, within working hours & resolve credit issues. A siteworks charge is applied whether or not the meter is isolated. <ul style="list-style-type: none"> Isolate Domestic Supply, normal working hours - meter isolated (PBYL). Isolate Domestic Supply, normal working hours - meter not isolated (PBYL). 	€79.36 €68.62	€90.07 €77.88
Isolation of a Domestic meter may also be requested to be conducted between 17.00 and 19.00 Monday to Friday and on Saturdays from 09.00 to 17.00 as outlined below * <ul style="list-style-type: none"> Isolate Domestic Supply, meter isolated - out of hours (PBYL). Isolate Domestic Supply, meter not isolated - out of hours (PBYL). 	€158.72 €137.24	€180.14 €155.77

<p><u>Isolate Domestic Meter – Non Credit related</u> The request to disable a meter but leave it installed must be requested via a Supplier.</p> <ul style="list-style-type: none"> Isolate Domestic Supply - non safety related, normal working hours. <p>Isolation of a Domestic or I/ C meter may also be requested to be conducted between 17.00 and 19.00 Monday to Friday and on Saturdays from 09.00 to 17.00 as outlined below *</p> <ul style="list-style-type: none"> Isolate Domestic Supply - non safety related, out of hours. <p><u>Isolate IC Meter</u> The request to disable a meter but leave it installed must be requested via a Supplier.</p> <ul style="list-style-type: none"> Isolate IC Supply - non safety related, normal working hours. <p>Isolation of an I/ C meter may also be requested to be conducted between 17.00 and 19.00 Monday to Friday and on Saturdays from 09.00 to 17.00 as outlined below *</p> <ul style="list-style-type: none"> Isolate IC Supply - non safety related, out of hours. <p><u>All-in-One Lock:</u> Suppliers can request a multiple site visit isolation to ensure that a meter is disabled/isolated.</p> <ul style="list-style-type: none"> Isolate Domestic Supply - non safety related, normal working hours - 2 site visits to attempt meter isolation. Cut-off service on the 3rd site visit. 	€63.91	€72.54
	€127.82	€145.08
	€124.07	€140.82
	€248.15	€281.64
	€732.78	€831.71

* Isolation requests for debt related reasons will not be carried out on Friday or Saturdays as per the Bord Gáis Networks Disconnection Code of Practice.

Bord Gáis Networks Required Activities:

Activity Description	Proposed Charge (excl VAT)	Proposed Charge (incl VAT)
<p><u>Cut off Service – Safety Related</u></p> <ul style="list-style-type: none"> Bord Gáis Networks may need to cut-off a service for safety reasons and no cost is passed on to the customer for this. 	No Charge	No Charge
<p><u>Disconnect meter – Safety Related</u></p> <ul style="list-style-type: none"> Bord Gáis Networks disconnects all meter types one year after isolation (still dormant) Bord Gáis Networks may need to disconnect a meter for safety reasons and no cost is passed on to the customer for this. 	No Charge	No Charge
<p><u>Isolate Meter - Safety Related</u></p> <ul style="list-style-type: none"> Bord Gáis Networks may need to isolate a service for safety reasons & no cost is passed on to the customer for this. 	No Charge	No Charge

10. Revenue Protection Services

This section of the Siteworks document details the charges and conditions relating to activities carried out by BGN for Revenue Protection. The role of the Revenue Protection Unit is to detect, prevent and investigate unlawful interference with BGN equipment.

Customer Requested Activities

Activity Description	Proposed Charge (excl VAT)	Proposed Charge (incl VAT)
<p><u>Commissioning Services - Meter Re-fit, Revenue Protection Related</u></p> <p>Following a previous meter disconnect due to a revenue protection issue, a customer may subsequently seek a meter re-fit (i.e. a live gas service pipe is already present and no additional work required). The customer will be charged the full cost of the original disconnect.</p> <ul style="list-style-type: none"> Domestic Credit Meter Re-fit Domestic Prepayment Meter Re-fit* I/C G4 meter re-fit I/C >G4 meter re-fit 	<p>€531.87 (€437.14 + €94.73)</p> <p>€531.87 (€437.14 + €94.73)</p> <p>€1,358.07 (€1,263.34 + €94.73)</p> <p>By Quotation</p>	<p>€603.68</p> <p>€603.68</p> <p>€1,541.41</p> <p>By Quotation</p>
<p><u>Supply Restoration - Revenue Protection Related</u></p> <p>To restore supply to a premises that has had supply isolated due to a Revenue Protection related incident. The customer will be charged the full cost of the original isolation:</p> <ul style="list-style-type: none"> Restore supply Domestic Meter normal working hours Restore supply Domestic Meter outside normal working hours <p><u>Reconnect Service Post Cut-Off</u></p> <p>Bord Gáis Networks may have previously cut-off a service at the footpath / road. In order to reconnect a customer, ground will have to be re-opened to reconnect at the mains. This activity is treated the same as an initial connection plus 1 metre of service. The same cost applies as a standard one-off connection plus 1 metre over.</p> <ul style="list-style-type: none"> Reconnect Domestic Customer Reconnect I/C Customer = G4 Reconnect I/C Customer >G4 	<p>€143.27 (€63.91 + €79.36)</p> <p>€207.18 (€127.82 + €79.36)</p> <p>€992.19 (€218.57 + €45.21 + €728.40)</p> <p>€1,405.29 (€631.67 + €45.21 + €728.40)</p> <p>Firm Price to be Agreed in Advance</p>	<p>€162.61</p> <p>€235.15</p> <p>€1,126.13</p> <p>€1,595.01</p> <p>Firm Price to be Agreed in Advance</p>

Bord Gáis Networks Required Activities:

Activity Description	Proposed Charge (excl VAT)	Proposed Charge (incl VAT)
<p><u>Meter Exchange – Revenue Protection Related</u></p> <p>Where Bord Gáis Networks determines that a meter needs to be replaced for <i>Revenue Protection related reasons</i>, a like for like meter exchange will be arranged.</p> <ul style="list-style-type: none"> Exchange prepayment meter for prepayment meter Exchange credit meter for credit meter. 	<p>€218.57</p> <p>€218.57</p>	<p>€248.08</p> <p>€248.08</p>
<p><u>Disconnect Meter</u></p> <p>BGN may request to remove a meter due to a Revenue Protection related issue:</p> <ul style="list-style-type: none"> Disconnect Domestic Meter Disconnect IC Meter <p><u>Isolate Meter</u></p> <p>BGN may request to disable a meter, but leave it installed, due to a Revenue Protection related issue:</p> <ul style="list-style-type: none"> Isolate Domestic Supply - non safety related, normal working hours. Isolate IC Supply - non safety related, normal working hours. <p>Isolation of a Domestic or I/ C meter, due to a Revenue Protection related issue, may also be requested by BGN to be conducted between 17.00 and 19.00 Monday to Friday and on Saturdays from 09.00 to 17.00 as outlined below: *</p> <ul style="list-style-type: none"> Isolate Domestic Supply - non safety related, out of hours. Isolate IC Supply - non safety related, out of hours. 	<p>No charge</p> <p>No charge</p> <p>No charge</p> <p>No charge</p> <p>No charge</p> <p>No charge</p> <p>No charge</p>	<p>No charge</p> <p>No charge</p> <p>No charge</p> <p>No charge</p> <p>No charge</p> <p>No charge</p> <p>No charge</p>

Supplier Requested Activities

Activity Description	Proposed Charge (excl VAT)	Proposed Charge (incl VAT)
<p><u>Site Visit - Revenue Protection Related</u></p> <p>Where a Supplier requests a site visit to investigate suspected Revenue Protection concerns.</p> <ul style="list-style-type: none"> Site Visit where tampering is not found. Site Visit where tampering is found. 	<p>€125.83</p> <p>No Charge</p>	<p>€142.82</p> <p>No Charge</p>

11. Non Completion of Activities

This section of the Siteworks document details the charges and conditions relating to the non-completion of appointed activities where non completion is due to factors beyond the control of Bord Gáis Networks.

Customer Requested Activities

Activity Description	Proposed Charge (excl VAT)	Proposed Charge (incl VAT)
<u>Termination of Siteworks</u> <ul style="list-style-type: none">Job cancelled before completion but after starting job	No refund of prepayment.	No refund of prepayment.
<u>Aborted Visit</u> <ul style="list-style-type: none">Service Related Job cancelled due to site not ready or self work not to standard.	€173.56	€196.99

Supplier Requested Activities

Activity Description	Proposed Charge (excl VAT)	Proposed Charge (incl VAT)
<u>Late Appointment Cancellation</u> <ul style="list-style-type: none">Delay in cancelling job (After 13.00 on the previous normal working day)	€19.99	€22.69
<u>Aborted Visit</u> <ul style="list-style-type: none">Meter Related Job cancelled (attended but unable to complete job for reasons including no access, no Cert & site not ready)	€59.84	€67.91
<u>No Access Special Read</u> <ul style="list-style-type: none">After failed attempt to gain access to carry out a special read the job is cancelled	€5.46	€6.20

Bord Gáis Networks Required Activities:

There are no charges relating to non-completions arising from the actions of Bord Gáis Networks.

12. Network Operations

This section of the document details the charges and conditions relating to Networks Operations

Customer Requested Activities

Activity Description	Proposed Charge (excl VAT)	Proposed Charge (incl VAT)
<u>Chromatograph</u> Customers may request a Chromatograph Calibrations to ISO 17025 standards. This is above the standards required for Networks Operations. <ul style="list-style-type: none">• ISO 17025 Compliant Chromatograph Calibrations	€6,734.86	€7,644.07

Performance Commitments

In March 2007 Bord Gáis Networks published its Customer Charter which incorporated explicit commitments in respect of a range of end-user facing services. The proposed prices included in this Siteworks Charging proposal have been determined in the context of continuing to provide these end-user facing services in line with those published commitments.

Bord Gáis Networks also recognises that its Shipper/Supplier customers are eager to understand what expectations they should have in respect of service commitments for those services which they procure from Bord Gáis Networks whether for themselves or on behalf of their end-user customers.

Proposed standards are outlined below in respect of data turnaround and attendance/access as appointed. The standards outlined reflect current Bord Gáis Networks work practices, service provision models and technology and represent achievable stretch performance in the context of current Bord Gáis Networks resources. The prices proposed in respect of these services assume service commitments at these levels.

Bord Gáis Networks proposes these Shipper/Supplier facing commitments as an initial formalisation of performance expectation/delivery. It is expected that these would evolve/tighten over time as changes and developments within Bord Gáis Networks permit. It is expected that the Bord Gáis Networks transformation programme will deliver new working arrangements and technologies (e.g. electronic field data returns) that will provide for improved commitments during the current regulatory pricing period.

Siteworks Service Standards: Supplier Requested Work Returns

Supplier Service Standards - Work Returns

Meter Related Activity Domestic & Commercial	Appointment Grant From Request	Confirmation Out-turn / Read From Activity	Confirmation Out-turn / Read From Activity
Meter Fit	<= 5 work days	90% <= 10 work days	100% <= 20 work days
Meter Refit	<= 5 work days	90% <= 10 work days	100% <= 20 work days
Supply Restoration	<= 5 work days	90% <= 10 work days	100% <= 20 work days
Meter Upgrade	<= 5 work days	90% <= 10 work days	100% <= 20 work days
Meter Replacement (Type)	<= 5 work days	90% <= 10 work days	100% <= 20 work days
Meter Disconnection	<= 5 work days	90% <= 10 work days	100% <= 20 work days
Supply Isolation	<= 5 work days	90% <= 10 work days	100% <= 20 work days
Meter Inspect / Investigate	<= 5 work days	90% <= 10 work days	100% <= 20 work days
Meter Test	<= 5 work days	90% <= 10 work days	100% <= 20 work days
Special Read	<= 5 work days	90% <= 5 work days	100% <= 10 work days

Siteworks Service Standards: Supplier Requested Work Access Standards

Meter Related Activity Domestic & Commercial	Attended As Appointed	Access % Achieved
Debt Management Related Isolation / Disconnection	100%	60%
All Other Activities	100%	100%