

## Electricity Pass Through Charges Explained

Pass through charges are costs incurred by customers, which are payable to a third-party. As your energy supplier, Crown Gas & Power will act as an intermediary for these charges, passing on any invoices we receive from third parties directly to you via your electricity invoice.

### Who are the third parties?

Along with your supplier, there are two other main parties directly involved in the provision of electricity to your meter. These are your **Distribution Network Operator (DNO)** and your **Metering Agents - the Meter Operator (MOP) or Data Collector (DC)**.

### Who is my DNO and who is my MOP/DC?

Your DNO's name and contact details are listed on the top-right of every invoice.

Your MOP/DC can be appointed by you; customers can enter into a direct service agreement with either a MOP and/or DC, which will result in all relevant pass-through charges being invoiced directly to you, rather than through Crown Gas & Power.

If you do not have a direct service agreement in place at the point of signing a contract with Crown Gas & Power, we will appoint our preferred Metering Agents.

### Can I change my DNO or MOP/DC?

Different DNOs operate in different geographical regions, so your DNO will depend on where your site is located, and this cannot be changed.

It is possible to change your MOP/DC if you have a direct service agreement, but it is important to check the details of your current contractual arrangement as termination fees may apply.

It is also important to note that entering into a new direct service agreement with a MOP/DC during your contract period with Crown Gas & Power may result in a contract adjustment charge (either positive or negative). The purpose of the charge is to adjust the contracted standing charge that was agreed on the supply contract so that it accurately reflects the cost-reality of the Agent.

## What are the charges and what do they mean?

### DNO CHARGES:

Charge Name	Description	Additional Info
Agreed Capacity	Maximum Import Capacity agreed between customer & DNO (measured in kVA). Unless a site has an agreed capacity of 0, this is a standard monthly charge for all HH sites.	This charge should be adjusted to match your site's power consumption needs. Speak to your DNO to change your agreed capacity.
Excess Capacity	Charged by the DNO for exceeding the above-agreed capacity charge in any given half-hourly period during the invoice period.	Increasing your agreed capacity may help to reduce or eliminate this cost. Speak to your DNO to change your agreed capacity.
Reconciliation of Excess Capacity	Excess capacity charges are based on consumption data being successfully transmitted from your meter across industry systems. Should any data be estimated and subsequently corrected a retrospective adjustment can occur. This adjustment may be positive or negative. The nature of this type of charge means that it will always correspond to a previous month, but the dates of the reconciliation will always be indicated on the invoice itself.	This is not strictly an additional charge, simply a correction of a previous additional charge. However, if you are interested in reducing instances of reconciliation, you can speak to our metering team about changes to your metering equipment or the location of your meter, which may improve communications.
Excess Reactive Power	Reactive power is the discrepancy between actual power delivered and useful power consumed at site, the ratio between the two being referred to as the power factor. It is perfectly normal to have some reactive power as it is impracticable to achieve 100% efficiency in your energy use. However, if your average power factor throughout the month drops below a certain threshold (usually 0.95), your DNO will charge you for excess reactive power.	This is particularly relevant for industrial and manufacturing sites whose equipment includes transformers and motors. The power factor could deteriorate further if the equipment used is not fit for purpose or is not used efficiently – for example, part loaded motors will operate at a lower power factor than fully loaded motors. Working with an energy consultant can help you to determine the cause of poor power factor and implement measures such as installing capacitors to improve it, thus reducing excess reactive power charges.

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<p>LLF Charge</p>	<p>Line Loss Factor is an industry term used to refer to power that is lost on its way from to the meter. The amount lost is determined by a calculation which includes both current (how much power your site consumes) and resistance (which depends on the route electricity takes to your site). So, the amount of electricity you use, and your location will both affect your line loss factor.</p> <p>We incorporate your LLF into your contract price, but it is possible for it to change significantly during your supply. This typically happens if there is a material change in your capacity requirements, such as following the installation of new machinery.</p>	<p>To reduce your potential for receiving a LLF Charge, please inform us before contracting if you plan to have any major changes to your electricity infrastructure (such as a meter upgrade or installation of additional electrical equipment at site) in the near future.</p>

## MOP/DC CHARGES:

Charge Name	Description
<p>Ad-hoc site / regular visit</p>	<p>A meter agent may be required at times to make a site visit in order to investigate a fault or to collect reading/consumption data. This charge will be passed through on your invoice.</p>
<p>Install Comms</p>	<p>Installation charges are applied to cover the cost of any meter modifications or upgrades</p>
<p>Abort Charges</p>	<p>An abort charge is issued when an engineer has been unable to access the site to carry out a previously agreed works.</p>
<p>Loss of / failure to return meter assets</p>	<p>Unless you own your meter, all metering equipment remains the property of the Meter Asset Provider (MAP). Where a meter is removed and not returned to the MAP, any outstanding meter rental charges will be passed through to your invoice to cover the remaining rental period.</p>
<p>Change of energisation /Disconnection</p>	<p>Where a request is made for the MOP to energise, de-energise or disconnect your meter, we will pass this charge on to you via your invoice.</p>