

## General Conditions for the Supply of Electricity

1. The **Supply of Electricity** 'the Supply' will be given in accordance with the **Electricity** Act 1996 , the **Electricity** Supply Regulations 1991, the **Electricity** Supply (Amendment) Regulations 1998 and the Gas & Electricity Act 2003, collectively 'the Acts and Regulations' which may be amended from time to time.
2. The **Supply** cannot be guaranteed at all times. Unless you are otherwise notified, the **Supply** to your **Premises** will be provided on a single **Electrical Circuit** at 230V +10%-6% and frequency of 50Hz+/- 0.5Hz therefore; an alternating **Electric Current** will flow within **Electrical Circuits** within the **Premises**.
3. **Equipment** laid, placed or erected by us for the purposes of providing the **Supply** to your **Premises** remains in our ownership. The position of our Equipment and the point of entry to your **Premises** will be determined solely by us. You shall permit us, free of charge, to take a **Branch Service**, either via an underground or surface cable or overhead line, from your **Premises**, for the purpose of providing the **Supply** to other **Premises** or to install other equipment in accordance with the powers available to us in the **Acts and Regulations**.
4. You shall obtain and retain any and all **Consents** and **Approvals** required by us for the installation of our Equipment including, but not limited to, any necessary free **Wayleaves** or **Easements** over your own or other property which may be reasonably required.
5. No one other than Manx Utilities shall be permitted to connect to, unseal, remove or otherwise interfere with our **Equipment** unless express permission has been given by Manx Utilities.
6. Interference with any of our **Equipment** is dangerous and an offence which may result in prosecution and/or loss of your **Supply**.
7. You shall be responsible to us for the total loss or damage, other than fair wear and tear, to any of our **Equipment** which is on your **Premises**.
8. You shall, at all reasonable times and at any time in an **Emergency**, permit us to have safe access to your **Premises** for the purpose of inspecting, removing, replacing, repairing, altering and testing any of our equipment. Our officers will produce their official identity card if requested by you as proof of identity.
- 9.a We shall not be responsible in any way for damage or injury, consequential or otherwise, caused by fault conditions or interruptions to the **Supply** owing to **Accident, Fire, Flood, Lightning, Tempest, Breakdown of Machinery, Failure of Apparatus**, or any other unavoidable cause, but we shall use all **Reasonable Diligence** in re-commencing the **Supply** to your **Premises**.
- 9.b The **Supply** may from time to time be temporarily discontinued for the purpose of testing or connecting other customers and for the purpose of maintaining the efficient working of our **Supply** network.
10. Prior to the commencement of the **Supply**, you will be required to give us notice in writing using an **Application for Supply Form** or **New Connection Form** (where applicable) and may be required to pay an appropriate **Security Deposit**, the amount of which will be advised by us, in

accordance with the **Acts and Regulations**, and refunded subject to a satisfactory payment record after a period of two years.

11. You or your **Electrical Contractor** shall submit to us a completed **New Connection Form** and **Test Certificate** in respect of all **New Services, Additional Loads, Circuit Additions, Rewires, Connections of Additional Apparatus** and **Remedial Work** to your new or existing installation within the **Premises** in accordance with the Electricity Supply Regulations 1991.
12. **Electricity** charges accrue from day to day and are payable on demand and are normally charged on a kilowatt hour (kWh) basis for the volume of **Units** sold and an additional **Standing Charge**. In default we may, at our discretion and by giving two full working days' notice, disconnect the **Supply** to your **Premises**. The **Supply** will not be re-connected until the outstanding debt to date, (with the cost of disconnection and re-connection, if appropriate), has been received in full by Manx Utilities, or an alternative arrangement has been made with Manx Utilities for the payment of the outstanding debt.
13. We reserve the right to **Charge** an account based on an **Estimate of Consumption** if a normal **Meter Reading** is not obtained. Should a **Meter Reading** be disputed and, on test, prove to be inaccurate, we shall make a due reduction or addition for the current account, and that account only. Should the **Meter** cease to register, or otherwise become unavailable for measuring the **Supply**, you shall pay for an amount of **Electricity**, based on former or subsequent records over a corresponding period.
14. We reserve the right to review and modify all **Tariffs** annually in order to ensure that fair, equitable and appropriate **Charging Mechanisms** are applied
15. Special **Meter Readings**, so as to provide an official record of units consumed from the last normal **Meter Reading** date, can be arranged at your **Premises** by giving us three full working days' notice in advance. Such **meter readings** will be subject to a charge at the **Prevailing Rate** at that time.
16. In all cases where we have to disconnect the **Supply** to your **Premises** in response to a request by you, the **Supply** shall not be restored without payment to us of the **Prevailing Reconnection Fee**, either by you, or the **Occupier** of the **Premises** at the time of the required reconnection.
17. In the event that we have to disconnect the **Supply** at your **Premises** as a consequence, default or breach by you of any of these conditions (or any statutory requirements), we shall have no obligation to restore the **Supply** to the **Premises** until such time as the defaults or breaches have been resolved to our absolute satisfaction, and a **Prevailing Reconnection Fee** has been paid by you in advance of such reconnection.
18. If we deem at our sole discretion that your **Electrical Installation** is in a dangerous and unsafe condition, we will immediately disconnect the **Supply** to your **Premises** until such time as we are satisfied that the **Electrical Installation** has been made safe, and a **Test Certificate** has been provided to us in accordance with paragraph 11, and the payment of the **Prevailing Reconnection Fee** has been has been paid by you in advance of such reconnection.