



DISCONNECTION POLICY & RECONNECTION POLICY

Purpose

The purpose of this policy is to define clear and transparent guidelines for the disconnection and reconnection of electricity and gas services. This policy aims to protect the rights of customers while maintaining operational efficiency for Maxen Power. By establishing standardised procedures, Maxen Power is committed to fostering fair and transparent relationships with its business customers.

Scope

This policy applies to all business customers of Maxen Power and It ensures that all entities receiving electricity & gas services are aware of and adhere to the rules and procedures governing disconnections or reconnections.

Reasons for Disconnection

▪ Non-Payment of Bills to Maxen Power

If a business fails to pay its energy invoice(s) by the specified due date, Maxen Power reserves the right to initiate the disconnection process. Customers will be notified of the potential consequences for late payments, including disconnection of service.

▪ Violation of Terms

Disconnection may also occur if there is a violation of the terms of service, which may include, but is not limited to, unauthorised use of electricity or gas, tampering with meters, or failure to comply with safety regulations.

▪ Safety Concerns

In cases where there is an immediate threat to public or property safety, such as gas leaks or electrical hazards, disconnection of services may take place without prior notice to protect the safety of individuals and the community.

▪ Customer Request

A business customer may request disconnection of services for various reasons, including ceasing operations or refurbishment/demolition of premises. Such requests will be handled in accordance with Maxen Power's established procedures.

Notification Process

▪ Written Notice

This policy emphasises the importance of providing customers with written notice prior to any disconnection, in accordance with our terms and conditions. The notice allows customers the opportunity to address any outstanding issues and avoid disconnection.

Disconnection Process

Site Visit and or Pre-disconnection visit (PDV):

Our Disconnection Agency, will conduct a site visit to deliver a Letter of Intent to the customer. During this visit, the agent will attempt to make contact with the customer to encourage resolution, determine whether the property is occupied or vacant, conduct a vulnerability check, and record the meter reading if possible. A Human Rights (HR) Letter will be sent via post to inform the customer of their right to contest the warrant application in court. If the customer does not object to the HR letter, Maxen Power will proceed with obtaining a court warrant to carry out the full disconnection of supply.

Court Application Timeline:

Disconnection Agency will apply for a court date 7 days after the PDV visit. An appointed officer from Disconnection Agency will attend court on behalf of Maxen Power to explain the rationale behind obtaining a court warrant. If the warrant is approved, we have 28 days to execute the warrant.

Warrant Execution:

Once the court warrant is obtained, the Disconnection Agency will coordinate with all required service providers (Locksmith, Disconnection Agents, MOP/Gas engineers, and, if necessary, carpenters or removal teams) to ensure the isolation process is conducted properly.

Breakdown of our Disconnection & Reconnection charges

List Of Cost associated with Disconnection & Reconnection	Charges
Site Visit to obtain a meter reading	£75.00
Pre-disconnection visit (PDV)	£200.00
Remote Disconnection	£200.00
Isolation Charge (On site Disconnection)	£1,200.00
Reconnection Charge	£450.00
Disclaimer: If a new meter is required, a reconnection charge may apply. Additionally, we may request a refundable security deposit based on your payment history. This deposit will be refunded at the end of your contract after deducting any outstanding charges on your account. The refund will only be processed once all charges have been fully settled. For new customers joining Maxen Power, a reconnection fee and security deposit may be required, depending on your credit history, in line with our terms and conditions in the event of a stolen meter, a valid crime reference number must be provided to request a replacement. Without this reference number, we will be unable to assist. Please note that the gas meter will be left live but capped. Customers must arrange for a qualified Gas Safe engineer to connect the pipework and turn on the gas. It is the customer's responsibility to ensure a Gas Safe engineer commissions any appliances connected to the meter outlet.	

Isolation Procedure

The engineer and Disconnection Agent are usually allocated a 1-hour time slot to complete their job. The field agent, supported by the necessary engineers and locksmiths, will lead the isolation process. The warrant must be shown to the customer or anyone present at the premises if requested. The Disconnection Agent is responsible for managing the situation and, if necessary, contacting the Police if there is a perceived threat.

The agent must enforce the warrant, record the latest meter point data, and seek Maxen Power's approval before proceeding with the isolation.

Once approval is received, the agent will record the meter reading (a photo of the meter read must be taken), remove the meter or fuses, and ensure the site is safe. No action will be taken by Disconnection Agency agents without explicit instructions from Maxen Power.

Remote disconnection

Before initiating a remote disconnection, Maxen Power will notify the customer via the preferred communication method (e.g., email, SMS, or letter) to inform them of the outstanding issue and the potential consequences of non-compliance. The customer will be given sufficient time to address the issue before disconnection is carried out.

Customers who have been remotely disconnected due to non-payment will incur a disconnection fee of £200, in addition to any outstanding arrears. To restore service, customers must fulfill all outstanding requirements, including the payment of any arrears and reconnection fees if applicable. Once these actions have been completed, Maxen Power will proceed with the reconnection of services as soon as possible.

Reconnection Process

■ Resolution of Issue:

Before services are restored, the underlying cause for disconnection must be fully resolved. This ensures that the issue, whether due to non-payment, safety concerns, or other factors, is adequately addressed to prevent future interruptions. To reinstate services, customers must settle any outstanding balances in full. This reinforces the importance of adhering to payment terms and conditions for timely service restoration.

■ Timeliness:

Maxen Power is committed to reconnecting services within 15 working days, although this timescale may vary depending on engineer availability, which is outside of our direct control. We strive to ensure that customers experience minimal disruption to their service and make every effort to meet this timeframe while maintaining high standards of customer service.

■ Customer Interaction:

We encourage customers to engage with Maxen Power's customer service team to gain clarity and support throughout the reconnection process. Our team is available to assist with any questions or concerns regarding reconnection procedures.

■ Reconnection Fee:

Prior to reconnection, all necessary safety checks will be conducted to ensure the service can be safely restored in compliance with industry standards. A reconnection fee will be applied to cover the administrative and operational costs associated with restoring services. For remote reconnections, no additional fee will be charged.

However, for physical reconnections, a fee of £450 will be incurred to cover the cost of the visit and associated operations.

Customer Rights and Responsibilities

This section outlines the rights of customers in relation to reconnection and their responsibilities in resolving any issues. Customers are encouraged to communicate openly with Maxen Power regarding payment issues or disputes, fostering a cooperative approach to resolving any concerns.

Review and Compliance

Maxen Power regularly reviews this policy to ensure it remains up to date with regulatory changes and industry standards. This commitment to continuous improvement ensures that we always act in the best interests of our customers while adhering to relevant guidelines.

Contact Information

For any questions or assistance regarding reconnection or disconnection, customers can easily reach our customer service team on **02079 303030** or email us on support@maxenpower.com and our team is always ready to help.

Additional Information

Please refer to our payment policy in conjunction with this disconnection/reconnection policy to fully understand our procedures and terms.