

## FEE STRUCTURE FOR TPL'S SERVICES

**The fee schedule below is valid as at 1 September 2012. However, this schedule is subject to review from time to time in accordance with the Customer Services Agreement (CSA).**

<b>Fee Description</b>	<b>Fee</b>
<b>1. New connection fee</b>	The new connection fee varies from customer to customer depending on the length of the service line, material used etc. The new connection fee will be notified to the customer at the time the customer submits the new connection application form to TPL.
<b>2. Bond fee (residential)</b>	The bond is usually twice the estimated monthly consumption for residential customers with a minimum fee of TOP\$100. Contact your nearest TPL office to find out the exact fee you should be paying for the bond.
<b>3. Bond fee (commercial)</b>	The bond is usually twice the estimated monthly consumption for commercial customers. Contact your nearest TPL office to find out the exact fee you should be paying for the bond.
<b>4. Permanent disconnection fee</b>	TPL do not charge a disconnection fee if a customer requests a disconnection of the power supply permanently. However, in this case, TPL deduct all arrears pending together with the other extra charges (if applicable) and return the balance bond outstanding to the customer.
<b>5. Disconnection &amp; reconnection fee upon payment of arrears for non-payment</b>	TOP\$30 per disconnection & reconnection.
<b>6. Temporary disconnection &amp; reconnection fee for safety reasons</b>	TPL do not charge a fee if a customer requests the disconnection and reconnection service for safety reasons (e.g. Tree trimming in way of service lines, house painting, point of connection replacement or repairs etc.). However, this free service is limited to only 3 call outs per year. If a customer requests disconnection & reconnection services more than 3 occasions, TPL charge TOP\$30 per every extra disconnection & reconnection.
<b>7. Fee for trimming trees in way of service lines and removing debris</b>	TPL provide tree trimming and debris removal services upon a customer's request. For this purpose, TPL charge TOP\$125 per hour for use of both its labour and machinery.
<b>8. Reconnection fee after long disconnection</b>	If a customer requests reconnection of supply after being disconnected for over a period of 3 months, TPL survey the customer's premises again and charge a fee depending on how much extra material and labour required to reconnect power supply.
<b>9. Voltage stability test fee upon a customer request or a complaint</b>	TPL endeavour to provide its customers with voltage stability standard of +/-10% for their installation. If a customer suspects that his/her installation does not meet this standard, the customer is entitled to make a request to TPL to test for the stability of the voltage.

	TPL charge a refundable TOP\$60 fee per voltage stability test. However, if the test results proved that the customer's installation is within the +/- 10% standard, TPL will not refund TOP\$60 to the customer.
<b>10. Meter relocation fee</b>	If TPL have to relocate the customer's meter due to unobstructed access or any other similar reasons, TPL charge the customer a fee comprising such costs as extending service lines, planning, obtaining certificate of compliance (COC), and using other material used.
<b>11. Meter testing fee</b>	A customer may request TPL to test his/her meter if the customer has doubts that the meter reading is inaccurate due to a faulty meter. TPL will not charge a fee for testing of a faulty meter if the customer's request is proved legitimate. However, if the meter is subsequently found to be in working order, TPL charge TOP\$50 to the customer.
<b>12. Unscheduled meter reading fee</b>	If a customer requests an unscheduled meter reading outside TPL's monthly meter reading cycle, TPL charges a fee of TOP\$10 within urban areas, TOP\$20 outside urban areas within 10Km radius and TOP\$30 for rural areas.
<b>13. Credit card processing fee</b>	Credit card processing fee may apply on some cases.
<b>14. Special payment arrangement fee</b>	If a customer is unable to pay his/her electricity account and the customer informs TPL in advance, TPL at its sole discretion, after coming to satisfactory agreement with the customer may choose not to disconnect the customer's power supply upon assessment of the customer's bill payment history. However, in some cases, a fee of TOP\$30 may apply for leaving the power supply connected.
<b>15. Line clearance arrangement fee for high-load trucks</b>	Transport companies using high-load trucks for transportation purposes must inform TPL to make arrangements for adequate line clearance. TPL charge TOP\$75 per hour for this service. However, if a bucket truck is involved, the fee is TOP\$125 per hour.