



Price List of Non-Standard Services
in the activity of electricity distribution

(applies from August 1st, 2009)

No	Name of non-standard service	Price excl VAT HRK/unit of measure	Price incl VAT ¹⁾ HRK/unit of measure
1	2	3	4
1.	Conditions for connection to the electric network and for increase in approved connected power: 1.1. Issuance of connection approval, 1.2. Preparation of preliminary study of electricity supply to special zone ^{6), 8)} , 1.3. Preparation of study of optimal technical solution for construction of customer connection to HV network ^{6), 7), 8)} , 1.4. Preparation of study of optimal technical solution for connecting producer to MV and HV network ^{6), 7), 8)} .	184.43 kn/apiece actual cost actual cost actual cost	226.85 kn/apiece
2.	Disconnection or connection at customer's or supplier's request: 2.1. At metering point ⁵⁾ , 2.2. At connection point - cubicle, TS, 2.3. At connection point – pole in network ²⁾ , 2.4. At connection point – roof rack ²⁾ .	68.03 kn/apiece 65.57 kn/apiece 194.26 kn/apiece 194.26 kn/apiece	83.68 kn/apiece 80.65 kn/apiece 238.94 kn/apiece 238.94 kn/apiece
3.	Disconnection due to unpaid bills and connection within 24 hours during regular work hours: 3.1. At metering point ⁵⁾ , 3.2. At connection point - cubicle, TS 3.3. At connection point – pole in network ²⁾ , 3.4. At connection point – roof rack ²⁾ , 3.5. Use of physical security service.	137.70 kn/apiece 132.79 kn/apiece 390.16 kn/apiece 390.16 kn/apiece 100.00 kn/apiece	169.37 kn/apiece 163.33 kn/apiece 479.90 kn/apiece 479.90 kn/apiece 123.00 kn/apiece
4.	Disconnection due to unpaid bills and connection within 24 hours outside regular work hours: 4.1. At metering point ⁵⁾ , 4.2. At connection point - cubicle, TS 4.3. At connection point – pole in network ²⁾ , 4.4. At connection point – roof rack ²⁾ , 4.5. Use of physical security.	145.08 kn/apiece 140.16 kn/apiece 417.21 kn/apiece 417.21 kn/apiece 100.00 kn/apiece	178.45 kn/apiece 172.40 kn/apiece 513.17 kn/apiece 513.17 kn/apiece 123.00 kn/apiece
5.	Inspection of accuracy of connection and metering point at customer's request: 5.1. Inspection of connection ^{4), 5)} , 5.2. Inspection of connection and metering point ^{4), 5)} .	68.03 kn/apiece. 77.87 kn/apiece	83.68 kn/apiece 95.78 kn/apiece

<p>6.</p>	<p>Various services at connection and metering point at customer's request:</p> <p>6.1. Turning on of limiter or protective switch after its action ³⁾,</p> <p>6.2. Replacement of faulty limiter switch - 1f ⁵⁾,</p> <p>6.3. Replacement of faulty limiter switch - 3f ⁵⁾,</p> <p>6.4. Replacement of main fuse element ^{3), 5)},</p> <p>6.5. Replacement of main fuse – 1f ^{3), 5)},</p> <p>6.6. Replacement of main fuse – 3f ^{3), 5)},</p> <p>6.7. Minor repairs of main fuse including sealing ^{3), 5)}.</p>	<p>51.64 kn/apiece</p> <p>120.49 kn/apiece</p> <p>180.33 kn/apiece</p> <p>66.39 kn/apiece</p> <p>121.31 kn/apiece</p> <p>188.52 kn/apiece</p> <p>51.64 kn/apiece</p>	<p>63.52 kn/apiece</p> <p>148.20 kn/apiece</p> <p>221.81 kn/apiece</p> <p>81.66 kn/apiece</p> <p>149.21 kn/apiece</p> <p>231.88 kn/apiece</p> <p>63.52 kn/apiece</p>
<p>7.</p>	<p>Measuring of power factor (cos φ) at customer's request:</p> <p>7.1. One-day measurement and preparation of report on load curve ⁴⁾,</p> <p>Seven-day measurement and preparation of report on load curve ⁴⁾.</p>	<p>476.23 kn/apiece</p> <p>544.26 kn/apiece</p>	<p>585.76 kn/apiece</p> <p>669.44 kn/apiece</p>
<p>8.</p>	<p>Control of public lighting at owner's request and emergency repairs:</p> <p>8.1. Remote non-standard control of public lighting at owner's request,</p> <p>8.2. Local non-standard control of public lighting at owner's request,</p> <p>8.3. Minor works on control system and repairs in common network.</p>	<p>50.00 kn/apiece</p> <p>100.00 kn/apiece</p> <p>0.00 kn/apiece</p>	<p>61.50 kn/apiece</p> <p>123.00 kn/apiece</p> <p>0.00 kn/apiece</p>
<p>9.</p>	<p>Measuring and reporting on voltage quality at network user's request:</p> <p>9.1. Emergency measurement of effective voltage value at connection point ⁴⁾,</p> <p>9.2. Seven-day measurement and preparation of report on voltage quality at connection point ⁴⁾.</p>	<p>246.72 kn/apiece</p> <p>434.43 kn/apiece</p>	<p>303.47 kn/apiece</p> <p>534.35 kn/apiece</p>
<p>10.</p>	<p>Illegal electricity consumption:</p> <p>10.1. Calculation and billing for illegal electricity consumption.</p>	<p>377.05 kn/apiece</p>	<p>463.77 kn/apiece</p>
<p>11.</p>	<p>Plotting of electric lines at request:</p> <p>11.1. Underground lines,</p> <p>11.2. Overhead lines,</p> <p>11.3. Drawing of lines for one location.</p>	<p>0.49 kn/m</p> <p>0.25 kn/m</p> <p>150.00 kn/apiece</p>	<p>0.60 kn/m</p> <p>0.31 kn/m</p> <p>184.50 kn/apiece</p>
<p>12.</p>	<p>Providing information on distribution network at network user's request:</p> <p>12.1. Energy and technical data,,</p> <p>12.2. Provision of special conditions.</p>	<p>124.59 kn/apiece</p> <p>124.59 kn/apiece</p>	<p>153.25 kn/apiece</p> <p>153.25 kn/apiece</p>
<p>13.</p>	<p>Control of switching apparatus in network user's plants at user's request:</p> <p>13.1. According to agreed schedule,</p> <p>13.2. Emergency.</p>	<p>100.00 kn/apiece</p> <p>150.00 kn/apiece</p>	<p>123.00 kn/apiece</p> <p>184.50 kn/apiece</p>

14.	On duty for network control at user's request: 14.1. According to agreed schedule, 14.2. Emergency.	59.84 kn/hour 89.34 kn/sat	73.60 kn/hour 109.89 kn/sat
15.	Supervision over carrying out of works: 15.1. Professional supervision,	124.59 kn/hour	153.25 kn/hour
16.	Warning the customer for exceeding the amount of connected power in billing period: 16.1. Warning the customer for exceeding connected power – without return receipt 16.2. Warning the customer for exceeding connected power – with return receipt	10.00 kn/apiece 20.00 kn/apiece	10.00 kn/apiece 20.00 kn/apiece

Explanation of items accompanied by numbers:

- 1) Prices for services that are subject to **VAT** are rounded to the lower whole number,
- 2) Price includes the operation of an **insulated hoist**,
- 3) **First service** provided to customers at their request after this Price List comes into force is free of charge and any subsequent service is charged as indicated.
- 4) Services are charged for if the complaint giving rise to the customer's request is found **unjustified**,
- 5) Services related to measuring equipment, main fuses and limiter switch include the costs of **sealing**.
- 6) Terms used for these services have the **meaning** ascribed to them in General Conditions of Electricity Supply and Rules on charges for connection to the electric network and for increase in connected power.
- 7) If the **customer withdraws** with respect to construction of connection, the costs of this service must be paid independent of connection charge, and in the case of connecting a customer's structure to the network the amount of the connection charge is decreased by the cost of the study.
- 8) Service is charged according to **actual costs** taking into account market prices.

Other notes:

1. The value of the works needed to provide the service which include material, transport and work hours and which are not specified herein because quantities cannot be determined in advance will be calculated as follows:
 - **materials** are charged according to prices indicated in contracts awarded in the procurement procedure under Public Procurement Act. The indicated prices of materials are increased by the amount of handling costs of **5%**,
 - work hours** needed to provide services will be charged according to valid prices of man/hour for the profession,
 - **transport costs** according to the valid decision on transport prices and method of calculation (kilometers, hours of work,...)
2. Service provided via electronic means is **free of charge**,
3. Non-standard services in the activity of electricity distribution for which no «catalogue» price is proposed because the calculation is complex and includes a number of dependent values, will be provided at network user's request on the basis of ODS's **reasonable offer**. The following are the services which are regulated in General Conditions and Grid Code and not included in this Price List:
 - operation of producer's generating unit (complex calculation with a number of dependent values),
 - measuring and testing of customer's or producer's plant or installation before connecting to the network,
 - operation of a customer's network plant interfacing the distribution network.
4. Non-standard service „**provision of above-standard quality of supply**»“ is also a service with no catalogue price for the following reasons:
 - first, criteria must be established within prescribed time periods for the standard quality of electricity supply,
 - it is difficult to encompass the service in a catalogue price (except for preliminary study).



HEP - Operator distribucijskog sustava d.o.o.

Price List of Non-Standard Services in the activity of electricity distribution Metering services

(applies from August 1st, 2009)

No	Name of non-standard service	Price excl VAT	Price incl VAT
		HRK/unit of measure	HRK/unit of measure
1.	2	3	4
1.	Checking of accuracy of metering point, and of meter with expert evaluation by DZM (State Office for Metrology) - at customer's request: 1.1. Meter change and expert evaluation by DZM - direct measuring (3F1T) ²⁾ , 1.2. Meter change and expert evaluation by DZM - direct measuring (3F2T) ²⁾ , 1.3. Meter change and expert evaluation by DZM - direct measuring (1F1T) ²⁾ , 1.4. Meter change and expert evaluation by DZM - direct measuring (1F2T) ²⁾ .	489.34 kn/apiece 489.34 kn/apiece 489.34 kn/apiece 489.34 kn/apiece	601.89 kn/apiece 601.89 kn/apiece 601.89 kn/apiece 601.89 kn/apiece
2.	Checking of accuracy of metering point, and of meter by testing device – at customer's request: 2.1. Checking of meter accuracy by testing device - direct measuring ^{2), 5)} , 2.2. Checking of meter accuracy by testing device – semidirect and indirect measuring ²⁾ , 2.3. Checking of meter accuracy by testing device – multi-day, semidirect and indirect measuring ²⁾ .	191.80 kn/apiece 227.87 kn/apiece 514.75 kn/apiece	.. 235.91 kn/apiece 280.28 kn/apiece 633.14 kn/apiece
3.	Replacement of measuring equipment at customer's request: 3.1. Meter replacement ³⁾ , 3.2. Replacement of time or tariff switch unit ³⁾ .	113.93 kn/apiece 113.93 kn/apiece	140.13 kn/apiece 140.13 kn/apiece
4.	Different services at connection and metering point – at customer's request: 4.1. Removal/installation of meter ³⁾ , 4.2. Removal/installation of time or tariff switch unit ³⁾ , 4.3. Sealing of measuring equipment and limiter switch, 4.4. Inspection of accuracy of metering point ^{2), 3)} .	82.79 kn/apiece 82.79 kn/apiece 63.11 kn/apiece 72.95 kn/apiece	101.83 kn/apiece 101.83 kn/apiece 77.63 kn/apiece 89.73 kn/apiece

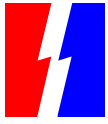
5.	Change of tariff model from blue to white in the residential category – at customer's request: 5.1. Connecting the existing or installing and connecting a new time switch with existing two-tariff meter, 5.2. Changing single-tariff for two-tariff meter and connecting of impulses from existing time switch, 5.3. Changing of single-tariff for two-tariff meter and installing of time switch and connecting of impulses.	95.08 kn	116.95 kn/apiece
		95.08 kn	116.95 kn/apiece
		151.64 kn	186.52 kn/apiece
6.	Change of tariff model from blue or white to orange in the residential category – at customer's request: 6.1. Removal of existing meter and installation of pre-payment meter.	134.43 kn	165.35 kn/apiece
7.	Control and storage of metering point data 7.1. Giving of metering data about load curves for metering point to customers having telecontrolled measuring equipment.	109.84 kn/mjesecc	135.10 kn/mjesecc
8.	Tariff control at supplier's request 8.1. tariff telecontrol at request from eligible customers' supplier, 8.2. Local tariff control at request from eligible customers' supplier.	50.00 kn/apiece	61.50 kn/apiece
		150.00 kn/apiece	184.50 kn/apiece
9.	Installation of meter with more than standard functions, programming, establishing of telecommunication – at customer's request ⁴⁾	389.34 kn/apiece	478.89 kn/apiece

Explanation of items accompanied by numbers:

- 1) Prices for services subject to **VAT** are rounded to the lower whole number,
- 2) Services are charged for if the complaint giving rise to the customer's request is found **unjustified**,
- 3) Services related to measuring equipment, main fuses and limiter switch include the costs of **sealing**,
- 4) Service **does not include** the purchase cost of meter,
- 5) **First service** provided to a residential category customer within the attestation period is **free of charge** and any subsequent service is charged as indicated.

Other notes:

2. The value of the works needed to provide the service which include material, transport and work hours and which are not specified herein because quantities cannot be determined in advance will be calculated as follows:
 - **materials** are charged according to prices indicated in contracts awarded in the procurement procedure under Public Procurement Act. The indicated prices of materials are increased by the amount of handling costs of **5%**,
 - work hours** needed to provide services will be charged according to valid prices of man/hour for the profession,
 - **transport costs** according to the valid decision on transport prices and method of calculation (kilometers, hours of work,...)
1. Service provided via electronic means is free of charge.



HEP - Operator distribucijskog sustava d.o.o.

Price List of Non-Standards Services in the activity of tariff customers' electricity supply

(applies from August 1st, 2009)

No	Name of non-standard service	Price excl VAT	Price incl VAT ¹⁾
		HRK/unit of measure	HRK/unit of measure
1	2	3	4
1.	Billing for actual consumption between readings		
	1.1. Billing for actual consumption between readings ^{2), 6)} , 1.2. Preparation of monthly bill under self-reading contract	19.67 kn/apiece 8.20 kn/apiece	24.19 kn/apiece 10.09 kn/apiece
2.	Issuance of copies of bill and documents ²⁾		
	2.1. Issuance of duplicate monthly bills at customer's request,	5.74 kn/apiece	7.06 kn/apiece
	2.2. Issuance of certified copies of bills outside contracted time period,	9.84 kn/apiece	12.10 kn/apiece
	2.3. Issuance of certified accounting card, 2.4. Issuance of certified copies of other document.	9.84 kn/apiece 5.74 kn/apiece	12.10 kn/apiece 7.06 kn/apiece
3.	Collection of payment		
	3.1. Dunning for non-payment- without return receipt ^{3), 7)}	10.00 kn/apiece	10.00 kn/apiece
	3.2. Dunning for non-payment-with return receipt ³⁾ ,	20.00 kn/apiece	20.00 kn/apiece
	3.3. Special payment collection-issuance of dunning and bill to customer's address with return receipt ³⁾ ,	20.00 kn/apiece	20.00 kn/apiece
	3.4. Collection of payment by distraint ⁵⁾ .	100.00 kn/apiece	100.00 kn/apiece
4.	Energy efficiency consultancy ⁴⁾	0 kn	0 kn

Explanation of items accompanied by numbers:

- 1) Prices for services subject to **VAT** are rounded to the lower whole number,
- 2) Services described in 1. and 2. are normally provided in **business premises** and if delivered to customer's address the price is the same,
- 3) Price of services described in 3. includes **delivery costs**,
- 4) Service which is introduced by the new **Directive 2006/32/EC**,
- 5) As calculated in any procedure of debt collection through a court of law, includes the costs of labor and materials in preparing the case and enforcing distraint decision and **does not include legal fees**.
- 6) For residential category customers, the first service in a billing period is provided **free of charge**. At the same time when the first service is provided the customer must be warned that any subsequent preparation of a bill for actual consumption between readings will be charged according to the prices indicated in this Price List,
- 7) For residential category customers, the first dunning in a calendar year is charged at **50% of the price** for the service (HRK 5.00) and any subsequent dunning is charged as indicated above.

Other notes:

1. Service provided via electronic means is **free of charge**.