

Effective as of 1 September 2024

## Service price list

	VAT 0%	25.5%	VAT 0%	25.5%
<b>Electricity supply services</b>				
Connection of electricity <sup>1</sup>	Free of charge			
Disconnection of electricity ordered by the customer	50.00	62.75		
<b>Kiosk meter boxes</b>				
Rent of a kiosk meter box €/month	66.13	82.99		
<b>Work on the electricity network</b>				
Electrical connection or disconnection <sup>2</sup> €/each	120.97	151.82		
Work charged per hour <sup>3</sup> €/h				
- during working hours (8am to 4pm)	68.00	85.34		
- overtime	102.00	128.01		
- during holidays	136.00	170.68		
Wasted visit by engineer <sup>4</sup>	250.00	313.75		
Extra charges from excavation on street and public park area are charged from customer if the work is due to a reason attributable to the customer.				
<b>Metering services<sup>5</sup></b>				
Sealing of main fuse	Free of charge			
Installation or transfer of meter (max. 63 A)€/each	66.13	82.99		
Installation or transfer of meter (> 63 A)€/each	200.00	251.00		
Installation or transfer of medium-voltage meter €/each	500.00	627.50		
Replacement of instrument transformer €/each	150.00	188.25		
Removal of the meter	Free of charge			
Replacement and inspection of the meter <sup>6</sup> €/each	100.00	125.50		
Connection of pulse line to the electricity meter <sup>7</sup> €/each	75.00	94.13		
Wasted visit by engineer <sup>4</sup> €/each	100.00	125.50		
<b>Delivery of print-outs</b>				
Copies of the bill €/each			9.68	12.15
Reporting service €/h			56.45	70.84
Reporting initiation charge €/each			16.13	20.24
Customer-specific data is sent only to the customer or to a party authorised in writing by the customer.				
<b>Collection charges</b>				
Payment reminder, consumers €/each			5.00	-
Payment reminder, companies €/each			10.00	-
Payment time for the bill, consumers, - by telephone €/each			5.00	-
- in Oma Sähköverkko service €/each			Free of charge	
Payment plan, consumers €/each			5.00	-
Collection fee for disconnection of services €/each			50.00	-
Penalty interest on bills paid after the due date shall be in accordance with the Interest Act. The valid penalty interest rate is stated on the bill. Interest and collection fees are charged in connection with the customer's next electricity bills. When electricity supply that has been disconnected due to unpaid bills is reconnected, the above-mentioned connection charges will be applied. Outstanding bills will be transferred to a collection agency for collection. No VAT is charged on fees stated without value added tax.				
<sup>1</sup> Remote electricity connections are carried out all times of the day. If the remote connection is unsuccessful, manual connection shall not be made between 21pm and 8am.				
<sup>2</sup> Connections and disconnections carried out between 8am and 3pm will be charged at regular price. The charge is double in connections carried out after 3pm.				
<sup>3</sup> Work during holidays applies on midweek holidays and on Sundays. Work during Saturday is charged as overtime work. Travel time is charged according to the work hour price list.				
<sup>4</sup> To be charged if the engineer is unable to carry out the work due to a reason attributable to the customer. The cost of a wasted visit will be charged to the party the work was agreed with. The cost is also applied at fault situations, if Helen Sähköverkko's subcontractor is ordered by the customer and the fault is at customer's side of the network.				
<sup>5</sup> Metering service work is carried out by subcontractors authorised by Helen Sähköverkko Oy.				
<sup>6</sup> The customer can request to verify the validity of the meter and metering. If there is a fault in the meter or metering or it fails to meet the general terms of contract or official regulations, no inspection fee will be charged.				
<sup>7</sup> Connection of pulse line requires that the present meter used for billing purposes at the metering point has a pulse output. If the pulse line is connected in conjunction with other work, or if subsequent pulse line connections are made on the same work site, the work is charged according to the work per hour prices.				

Helen Sähköverkko Oy is responsible for electricity distribution and network services in the Helsinki region.