

## Sutton Decentralised Energy Network Limited

*Date: 1st May 2020*

*E-mail: [contactus@sden.org.uk](mailto:contactus@sden.org.uk)*

*Direct Line: 020 8770 4852*

To the Homeowner  
via email

Please reply to:  
**SDEN Ltd**  
24 Denmark Road  
Carshalton  
SM5 2JG  
[www.sden.org.uk](http://www.sden.org.uk)

Dear Resident,

### **Annual Price Review - Notification of Changes to Charges and Service Payments**

Following the company's annual price review, I am writing to tell you about the changes to your Charges and Payments, as set out in your Residential Supply Agreement with SDEN (the "RSA"). These changes have been made in agreement with the developer of your property, Barratt David Wilson Homes/Barratt London.

We are pleased to announce that we anticipate these changes to result in an overall reduction in cost for the majority of our customers. More details of these changes are set out below.

#### **1. Unit Charge**

The Unit Charge has been reviewed against wholesale gas prices in accordance with your RSA. As wholesale gas prices have decreased, we are pleased to confirm that this results in a reduction of 21.8% in the Unit Charge. The new Unit Charge for the 2020/21 Service Period will be 4.53p per Kilowatt Hour (kWh).

To ensure customers benefit from the Unit Charge reduction as soon as possible, the Unit Charge reduction has been backdated to apply from 1st April 2020. This will be reflected in the statement that will be issued to you in early May 2020.

#### **2. Standing Charge**

The Standing Charge has also been reviewed in accordance with your RSA, resulting in an increase of 5.8%. The new Standing Charges are set out in the attached Table 1 of Appendix 1 to this letter.

The new Standing Charge will be introduced from 1st July 2020, which will be reflected in the statement that will be issued to you in early August 2020.

#### **3. Other Charges and Payments**

SDEN's other Charges and Service Payments have been reviewed in accordance with the RSA and the new values are set out in Table 1 and 2 of Appendix 1 to this letter.

#### 4. Notification of change to Agreement

In accordance with the RSA we are giving 30 days' notice of a change to the terms of the Agreement as set out below.

In calculating this adjustment to the Standing Charge we have made a change to the definition of "Relevant Factors" that we use to adjust the Standing Charge. This is to replace the Retail Prices Index excluding mortgage interest payment (RPIX) as a Relevant Factor with the Consumer Prices Index (CPI). CPI generally rises at a slower rate than RPIX and this replacement results in a slower increase in the Standing Charge for customers therefore better reflects the change in SDEN's fixed costs over time.

#### 5. COVID-19 Pandemic Update

We wrote to customers recently to advise of changes to our service in response to the COVID-19 Pandemic as summarised below:-

- Where possible, please direct any queries to [contactus@sden.org.uk](mailto:contactus@sden.org.uk).
- If you do not have email access, you can telephone 020 8770 4852 Monday to Friday 9am-5pm (excluding bank holidays) and leave a voicemail message and one of our Customer Service team will respond to you.
- If you have an urgent issue, such as loss of service or a leak, please contact our Operations & Maintenance Contractor Veolia directly on 03300 580138.
- If you are suffering from financial hardship due to the COVID-19 which impacts on your ability to pay, please email [contactus@sden.org.uk](mailto:contactus@sden.org.uk) with the subject line 'Coronavirus Financial Hardship'. If you do not have access to email at this time, please call 020 8770 4852 between the hours of 9am and 5pm Monday to Friday (excluding bank holidays) and leave a voicemail with your name, account number, a contact telephone number and the reason for your call. We will address financial hardship on a case by case basis.
- Please see our website for ongoing updates: [www.sden.org.uk](http://www.sden.org.uk)
- Please note that our responses to your queries may take longer than usual at this unprecedented time.

Once again, whilst we are expecting the changes to Our Charges to benefit the vast majority of our customers, please do not hesitate to contact us by email to [contactus@sden.org.uk](mailto:contactus@sden.org.uk) should you require any further details regarding the above changes.

Yours sincerely



Amanda Cherrington  
Managing Director

**Appendix 1**

**Schedule Table 1: Our Charges**

Type of charge	Previous charge	New charge from 1st April 2020
Unit charge per Kilowatt Hour	5.8p	4.53p

Type of charge	Previous charge	New charge from 1st July 2020
Standing charge - 1 bedroom property (annual)	£325.00	£343.98
Standing charge - 2 bedroom property (annual)	£330.00	£349.27
Standing charge - 3 bedroom property (annual)	£335.00	£354.56
Standing charge - 4 bedroom property (annual)	£340.00	£359.85
Abortive Call-out Charge	£120.00	£127.02
Debt Processing Charge	£50.00	£52.93
Reconnection Charge	£120.00	£127.02

**Schedule Table 2: Service Payments**

Service Payment	Previous payment		New payment from 1st April 2020	
	Payment	Cap	Payment	Cap
Planned supply interruption	£20.26	£305.40	£21.17	£317.56
Unplanned supply interruption	£30.54	£305.40	£31.76	£317.56
Meter repair or replacement	£25.45	£203.60	£26.46	£211.71
Notifying customers that a penalty payment is due & making payments owed	£20.36	£203.60	£21.17	£211.71
Responding Substantially to a Complaint	£20.36	£101.80	£21.17	£105.85

Discounts	Previous discount	New discount from 1st April 2020
Direct Debit discount	£35.00	£37.94
Paperless statement discount	£5.00	£5.42