

Effective as of 1 November 2022

Service price list

	VAT 0%	24%		VAT 0%	24%
Electricity supply services			Invoicing services		
Connection of electricity ¹	Free of charge		Copy of the bill €/each	2.44	3.03
Disconnection of electricity ordered by the customer	40.32	50.00	Invoicing and consumption reports €/each	8.13	10.08
			Reporting service €/h	44.36	55.01
			Delivery charge €/each	5.69	7.06
Kiosk meter boxes			Customer-specific data is sent only to the customer or to a party authorised in writing by the customer. More extensive reports (over 5 pages) are usually charged by the hour.		
Rent of a kiosk meter box €/month	66.13	82.00	Collection charges		
Work on the electricity network			Payment reminder €/each	5.00	—
Electrical connection or disconnection ² €/each	120.97	150.00	Disconnection/Collection notice €/each	5.00	—
Work charged per hour ³ €/h			Payment time for the bill, consumers, by telephone €/each	5.00	—
- during working hours (8am to 4pm)	68.00	84.32	Payment time for the bill, consumers, in the online service €/each	2.00	—
- overtime	102.00	126.48	Payment plan, consumers €/each	5.00	—
- during holidays	136.00	168.84	Collection fee for disconnection of services €/each	40.32	—
Wasted visit by engineer ⁴	250.00	310.00	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.		
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.			¹ 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.		
Metering services⁵			² 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.		
Sealing of main fuse	Free of charge		³ 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.		
Installation or transfer of meter (max. 63 A) €/each	66.13	82.00	⁴ 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.		
Installation or transfer of meter (> 63 A) €/each	200.00	248.00	⁵ Metering service work is carried out by subcontractors authorised by Helen Sähköverkko Oy.		
Installation or transfer of medium-voltage meter €/each	500.00	620.00	⁶ 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.		
Replacement of instrument transformer €/each	150.00	186.00	⁷ 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.		
Removal of the meter	Free of charge				
Replacement and inspection of the meter ⁶ €/each	100.00	124.00			
Connection of pulse line to the electricity meter ⁷ €/each	75.00	93.00			
Wasted visit by engineer ⁴ €/each	100.00	124.00			

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