PRESS RELEASE
Electricity Standing Charge on Empty Properties

Connect Saint Helena Ltd would like to make customers aware that the Utilities Regulatory Authority has approved that an electricity standing charge will apply to empty properties with effect from 1 December 2024.

This standing charge will not affect the majority of our existing customers, where the costs of electricity services are recovered through a unit rate. This new charge is intended to target those properties that stand empty for the majority of the quarter, often due to the occupants residing overseas. Whilst the property might be empty, Connect does incur fixed costs through the property remaining connected to the electricity grid. The electricity standing charge on empty properties is a means to recover these costs.

An empty property is defined as one that consumes less than 10 units of electricity in the quarter under review. The following standing charges will apply:

Consumer Type	Quarterly Standing Charge on Empty Properties
Domestic	£45
Commercial	£60
Government	£60

Connect appreciates that some empty properties may wish to disconnect from the electricity grid rather than incur the standing charge. The relevant charges that apply are as follows:

Service	Once-off Charge
Disconnection	£45
Reconnection within 6 months after a voluntary disconnection	£90
Reconnection from 6 months after a voluntary disconnection	£200

Connect appreciates that there may be practical reasons why a property might use less than 10 units per quarter. Connect is therefore willing to consider specific circumstances under which an exemption to the empty property standing charge might apply. For example, the empty property standing charge need not apply to properties under construction but will take effect from the point that occupancy has been approved. Similarly, if the property has low electricity usage due to unforeseen exceptional circumstances (for example, if the occupants are absent on medical grounds) an exemption may also apply. Customers who believe these circumstances apply should contact Connect.

The first bills to include the electricity standing charge on empty properties will be issued in January 2025.

Any customer with queries is asked to contact Connect via telephone +290 22255 or email enquiries@connect.co.sh.

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