



MUA Electricity Limited

**CUSTOMER CODE OF PRACTICE
ELECTRICITY DISTRIBUTION LICENCE
STANDARD LICENCE CONDITIONS 9 AND
10**

		
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1.0 INTRODUCTION

One Family, One Team, One MUA

MUA Electricity Limited (MUAE), a UK Independent Distribution Network Operator (IDNO), owns and operates electricity networks throughout the UK that provide a supply of electricity to customers' homes and business premises.

Whilst MUAE are responsible for the electricity network that delivers electricity to customers' homes and business premises, your Electricity Supplier sends you a bill for your electricity and is responsible for your electricity meter. Any enquiries relating to billing or the Supplier's Priority Services Register should be directed to your Supplier. Contact details of which can be found on a recent electricity bill.

Licence Obligations

This statement sets MUAE's approach to Access to Customer Premises (Standard Licence Condition 9) and Special Services (Standard Licence Condition 10). It is prepared in accordance with the requirements of MUAE's Electricity Distribution Licence issued under the Electricity Act 1989 (as amended by the Utilities Act 2000).

A copy of our Safety and Security of Supply Service (Standard Licence Condition 8), is available for free download from our website at www.muagroup.co.uk

MUAE has responsibilities to its customers for:-

- Entering your Home
- Provision of Special Services for domestic customers who are blind or deaf, of pensionable age, disabled or chronically sick, or have other vulnerable conditions
- Interruptions to your Supply
- Complaints and Customer Satisfaction

This Code of Practice document explains how MUAE puts the above responsibilities into practice.

Electronic copies of this Code of Practice are available from our website FREE OF CHARGE or by emailing your request to regulation@muagroup.co.uk

One hard copy of the code of Practice will be provided FREE OF CHARGE per request by contacting us on 01534 466 711 or by post, fax or email (details of which are outlined in section 2).

MUAE will review this statement annually to ensure that the document remains current with the latest licence conditions.

If we have to change the address or telephone number of the service established in accordance with this statement, we will take steps to inform each **Authorised Electricity Operator** that uses the service as soon as is practicable but in any event prior to the change becoming effective.

2.0 CONTACTING MUA ELECTRICITY LTD

Never Harm – Our Emergency Service

We aim to provide a safe and reliable electricity supply but unfortunately sometimes faults do occur on our electricity network which causes interruptions to our customers' electricity supply.

MUAE provides an emergency enquiry service which is continuously staffed and can be contacted 24 hours a day, 365 days a year. The service is free at the point of use.

In these circumstances, to report the loss of your electricity supply to us or any concern about the safety of the meter, or of our electricity overhead lines or underground cables, at any time of the day or night 365 days of the year, please telephone us **Free of charge** on:-

EMERGENCY TELEPHONE NUMBER: 105

Reports made by post or in person should be restricted to events of a non-urgent nature.

Our Normal Hours Service

To enquire by telephone about any of the services we provide, or if you wish to make a complaint, please telephone us between 8:00am and 5:00pm on: - 0800 011 4193

Customers who are deafened or who have difficulty hearing

If you are a deafened customer or have difficulty hearing, you may write, email or fax MUAE using the contact details outlined below. Your correspondence will then be given a higher priority ensuring a quick response.

To write to us our address is:-

MUA Electricity Limited
Hawks Green Lane
Cannock
Staffordshire
WS11 7LH

To contact us by telephone our number is:-

0800 011 4193

To send us a fax our number is:-

+ 44 (0) 1543 572 877

To contact us by e-mail our address is:-

netadmin@muagroup.co.uk for general enquiries

For Emergencies, please do not email and instead call

- Power outages: 105
- Medical Accident or Emergencies: 999 / 111
- All other enquires: 0800 011 4193

3.0 PRIORITY SERVICES REGISTER

Integrity and Respect for All

We aim to provide a safe and reliable electricity supply but unfortunately sometimes faults do occur on our electricity network which causes interruptions to our customers' electricity supply.

We are aware that some of our customers have special requirements and need a priority service. If you are blind, partially sighted, deaf, have hearing difficulties, are of pensionable age, are disabled, are chronically sick, depend on electricity for medical reasons, or have other vulnerable conditions, you may register your details with us.

We can keep your information on our Priority Service Register and this will help us to meet your needs in case of emergencies or planned outages. Examples of what our Priority Service Register provides are:

- advance notice of planned interruptions to your electricity supply
- a password facility to enable you to recognise our engineers should they have a need to visit your home (either at your request or in a case of an emergency). This is in addition to the photographic ID cards we already provide to our engineers
- provide advice on how to best prepare for an expected shutdown and manage in an unexpected shutdown
- provide information on unexpected shutdowns and informing you of when your supply will be restored

To register with us FREE OF CHARGE, please telephone 0800 011 4193 during the hours of 8:00am to 5:00pm or alternatively write or e-mail to the addresses given in Section 2.

We will need to know your name, address, telephone number and details of your vulnerable requirements and/or specific equipment and how regularly you use it.

Your details will be kept in strictest confidence and only passed on to other organisations for energy-related purposes e.g. a meter company who would need to know your special requirements should they require access to your home to read the meter. We will inform your Electricity Supplier, who can also register you under their own Priority Service Register.

Alternatively, if you register with your electricity supplier, they will pass on your details to us. Please note that it is not possible to guarantee a constant supply of electricity and it is essential that you have alternative arrangements to fall back on. If a constant supply is essential for you, please ask us about other arrangements you may be able to use if your electricity supply goes off unexpectedly.

Passwords - providing you with additional security

If you are blind, have poor sight or would just like to feel more secure, we can agree a password with you that we will use, if we have the need to visit your home. Any member of our staff or agent who has to visit your home will give this password to prove they are genuine.

To set up your personal password with us please contact us during the hours of 8:00am to 5:00pm or write or e-mail to the information given in section 2.

Alternatively, you may register a password with your Electricity Supplier and they will pass on that password for us to use. This service is FREE OF CHARGE.

If you have registered a password with us you should always ask for the password before you allow access to your property for any member claiming to be from MUAE.

If you have any doubts about whether a caller is genuine,

DO NOT let them into your home

As MUAE is an organisation involved in the provision of electricity we do have Rights of Entry under the Rights of Entry (Gas and Electricity Boards) Act 1954. MUAE or our agents will only exercise these rights in extreme situations e.g. should there be a requirement to inspect your meter following an interruption in supply or disconnect the supply in an emergency situation. Our entry will be in strict compliance with the terms of the Act.

4.0 ENTERING YOUR HOME

Never Harm

Many appointments will be made at your request, but in some circumstances we may need to visit your home.

The visit will either be made by one of our staff or a contractor working for us. When this happens we want customers to be assured that the visitor is either a genuine member of staff or a genuine contractor working for us. To provide this reassurance:

- Wherever possible, all MUAE employees and contractors will show an identity card showing their Company name, their own name, date of issue and a colour photograph of the individual. For customers who are blind or partially sighted, we can also arrange for a password (chosen by yourself) that can be tested on the engineer to ensure their authenticity (please refer to our passwords service detailed in Section 3 above).
- All MUAE employees and contractors will be able to inform you MUAE emergency telephone number or general enquiry telephone number
- All MUAE employees and contractors will be able to give you explanations and information on matters relevant to the purpose of their visit.
- MUAE will take all necessary steps to ensure that all ID cards are returned to the Company when an employee leaves or following the expiry of the card.

If you have any doubts about whether a caller is genuine,

DO NOT let them into your home

MUAE will ensure that all employees and contractors are aware of the contents of this Code of Practice and will comply with it at all times. They will be suitable, appropriately qualified and fully trained for the purpose of their visit and will be calm and courteous at all times in their dealings with you. They will respect you and your home and give clear and accurate explanations of the work they are to carry out.

In arranging for a visit, you will be offered a morning or afternoon appointment. The morning times are from 8am to 12 noon and the afternoon times are from 12 noon to 4:30pm.

If we agree an appointment, we will do our very best to keep it - unless we agree an alternative date with you.

5.0 INTERRUPTIONS TO YOUR SUPPLY

Constantly Improve

To ensure that we can provide you the safest and secure network to your property, sometimes we have to switch off the electricity supply to carry out essential planned maintenance of apparatus on our electricity network or to connect new customers. We will either write to you or deliver a card showing the details of the times of interruption at least two days in advance of any planned interruption.

Please note that where the interruption of supply is caused by an issue outside of MUAE's control e.g. emergency street works that require a cessation of electricity or a fault on another organisation's network that is connected to ours, we will endeavour to inform you within two days of receiving the advance notification ourselves.

Our written notice delivered directly to your home will provide a telephone number to use if you wish to call us to obtain further details or to advise us of any other specific problems that you would like to discuss with our team.

Please be aware that it is not possible to guarantee a constant supply of electricity and it is essential that you have alternative arrangements to fall back on in the unlikely event of an unplanned interruption. Please see our information on our Priority Services in Section 3 if you have such requirements and would like to log them with us.

Ensuring that if a fault occurs on our distribution network, we will seek to restore supplies as soon as practically possible

Although we will notify you in advance of planned outages, we are not able to give notice of 'emergency outages' or 'dangerous situation outages'. Turning off the supply of your electricity during this type of emergency would be necessary should there be a danger to human life or to vital equipment.

We make every effort to ensure that if a fault occurs, your electricity supply is restored as soon as practically possible. Where you have special circumstances, it is essential for you to have made alternative arrangements, to assist you in an emergency.

If you have registered on our Priority Service Register we will endeavour to keep you informed of progress in restoring supply and will discuss any special requirements with you. Please note, however, that we are not able to provide you with advance warnings for major emergencies or widespread fault situations. If you feel at risk, please contact your Doctor or local hospital.

If your electricity supply is lost (commonly known as a power cut) then we recommend you read the following advice:-

- Check to see if your neighbours have lost their supply. If they have not, the problem causing your loss of supply may be the result of one of your own fuses blowing.
- If you have a trip switch, check to see if it has operated. If it has, switch off all your appliances and try to reset the trip. The supply may then come back on.
- If the trip switch has not operated, and you can find no other reason, there may be a problem with the electricity supply. In which case, please call our emergency number listed above.
- If you have a battery operated radio, please listen to the local radio station as it may be possible to keep informed of the more widespread electricity supply problems, particularly during times of severe weather.

6.0 COMPLAINTS AND CUSTOMER SATISFACTION

Always Deliver

If you are dissatisfied with MUAE for any reason, please feel free to contact us, either by telephone, e-mail or by letter using the normal hours telephone number and addresses given in Section 2. We will respond to all forms of contact within ten working days. Should we fail to respond within this deadline, we will provide you with a compensation payment in accordance with Ofgem's Guaranteed Standards. A full list of these standards is provided in Appendix A.

If you are concerned about your meter, or your electricity bill, these queries are best directed to your Electricity Supplier. Their telephone number is on their latest bill to you.

Our members of staff are trained to listen carefully to your complaint in a polite and understanding way. They will give their full name and telephone extension and may ask you further questions to assist them in fully understanding your complaint or query.

They will seek to resolve your problem themselves, but sometimes a visit by another member of staff will be the best way of resolving the difficulty. Where this is proposed, you will be given the visitor's name and designation and an appointment will be arranged as indicated above. Further details of our home visit procedures are contained in Section 4 (Entering Your Home).

Where visits are made to assist in the resolution of your complaint, we will empower our member(s) of staff with the authority to make an 'on the spot' decision on the best course of action needed to resolve the issue to your complete satisfaction.

Many of our key electricity services are covered by guaranteed standards. Your complaint may be about one of these Standards. There is more information about this later in this document.

Where non-emergency technical investigations are needed, for example if the voltage of the electricity supply to your premises is fluctuating outside the permitted limits, we aim to correct it within six months in line with Ofgem requirements. We may need to install recording or test equipment and these will be installed subject to the visits and appointment procedures outlined above.

Sometimes it is necessary to make significant alterations to our network and this work may take some time to arrange. However, we will keep you informed of progress at each stage of the process.

Escalating Your Complaint

If you are not content with your initial response or any decision made by MUAE in resolving your complaint, you can, at any time, escalate the matter further by:

Firstly, contact our Head of Networks (see details provided in Section 2) explaining why you remain dissatisfied. She/he will endeavour to resolve your complaint promptly, however should she/he fail to do so, they will escalate the complaint directly to Director level. Our Directors monitor our complaint statistics to ensure we are meeting our own key performance indicators.

In the unlikely event that you are still not satisfied with MUAE response, you may then refer the matter to The Citizens Advice Consumer Service (CACS). They offer free, independent advice and will look at your complaint, but they do expect us to try to resolve it first.

To contact CACS, you can either phone on one of the numbers listed below, or send an email to explain your problem.

- Call an adviser for help or advice: 08454 04 05 06
- Typetalk is available by dialling 18001 followed by the full CACS number you wish to call.
- Visit their website at <http://www.adviceguide.org.uk>

- Write to them at:
Citizens Advice Consumer Service
PO Box 833
Moulton Park
Northampton
NN3 0AN

Additionally, there is an industry Ombudsman that exists (www.ombudsman-services.org/energy) and further information on the role and how they can assist you to progress a dispute / complaint with MUAE. They are approved by the energy regulator Ofgem to independently handle disputes between energy companies and their customers, which includes domestic customers and micro businesses. Their service is free to consumers and is simple to use.

Prohibition of Discrimination

We will deal with all reports and enquiries strictly on their merits and will not discriminate in the provision of the service between any persons or classes of persons. The establishment, operation and maintenance of the enquiry service shall not restrict, distort or prevent competition in the supply of electricity.

APPENDIX A – GUARANTEED STANDARDS OF SERVICE

MUAE aims to at least meet the Guaranteed Standards of Service that are required by Ofgem. If we do not meet a standard, we will, subject to certain exclusions, make a payment to you. Payments are governed by The Electricity (Standards of Performance) Regulations 2015 and we will be happy to provide you with a copy of the Statutory Instrument upon request.

Your Electricity Supplier usually sends you a copy of these standards at least once a year. The Guaranteed Standards of Service requires you to make a valid claim within three months of the date the supply is restored.

If you believe you have the right to compensation under the Guaranteed Standards of Service please contact us, either by telephone, e-mail or by letter using the normal hours Telephone number and addresses given in Section 2 above.

Any customer identified as being a Priority Services Customer, and who experiences a qualifying interruption, shall be entitled to an automatic payment from us in respect of regulations 5, 6, 7 and 8 where no exemptions under those regulations apply.

Regulation	Description	Prescribed period	Prescribed sum (domestic customer)	Prescribed sum (non-domestic customer)
5(2)(a)	Supply failure – normal conditions	12 hours	£75	£150
5(2)(b)	as above - each 12 hours thereafter		£35	£35
6(2)(a)	Supply failure – more than 5000 customers	24 hours	£75	£150
6(2)(b)	As above – each 12 hours thereafter		£35	£35
7(4)(a)	Supply failure – Cat 1 severe weather	24 hours	£70	£70
7(4)(b)	as above - each 12 hours thereafter		£70	£70
7(5)(a)	Supply failure – Cat 2 severe weather	48 hours	£70	£70
7(5)(b)	as above - each 12 hours thereafter		£70	£70
7(6)(a)	Supply failure – Cat 3 severe weather	(Calculated by formula for each distributor)	£70	£70
7(6)(b)	As above – each 12 hours thereafter		£70	£70
8(2)	Supply failure – rota disconnection	24 hours	£75	£150
11(4)	Multiple interruptions		£75	£75
12(3)	Distributors fuse failure	3 hours - working day	£30	£30
12(3)	Distributors fuse failure	4 hours - any other day	£30	£30
14(4)	Failure to notify shutdown to customer	2 days	£30	£60
14(5)	Failure to notify shutdown to other distributor	5 days	£30	£60
14(6)	Failure to notify customer of upstream shutdown	2 days	£30	£60
15(2)	Voltage outside limits	7 working days	£30	£30
15(4)(a)	As above, failure to visit		£30	£30
15(4)(b)	Voltage outside limits, failure to explain	5 working days	£30	£30
19(2)	Failure to offer an appointment		£30	£30
19(3)	Failure to keep an appointment		£30	£30
21(4)	Failure to make a customer payment or to other distributor for onward transmission to customer	10 working days	£30	£30
21(5)	Failure to make a customer payment of to or the electricity supplier for onward transmission to customer	10 working days	£30	£30