



MUA Electricity

SAFETY AND SECURITY OF SUPPLIES ENQUIRY  
SERVICE

ELECTRICITY DISTRIBUTION LICENCE STANDARD  
LICENCE CONDITION 8

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CURRENT REVISION	CURRENT STATUS CODE	SECURITY CLASSIFICATION
S0	P01	Public

REVISION HISTORY

REVISION	STATUS CODE	DATE	REVISION DESCRIPTION
S0	P01	28.10.2022	Rebrand to MUA Electricity

*This statement is in a form approved by the Gas and Electricity Markets Authority*

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## 1.0 INTRODUCTION

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 has been produced in accordance with Standard Licence Condition 8 of MUAE's Electricity Distribution Licence and has been approved by the Gas and Electricity Markets Authority (GEMA).

Condition 8 requires MUAE to provide, operate and maintain an enquiry service to be known as the *Safety and Security of Supplies Enquiry Service* for the use of any person to send and receive information, guidance or advice on any matter or incident that relates to their electricity supply or any incident that requires our urgent attention

A copy of this statement -

- is available to view and download from on our website [www.muagroup.co.uk](http://www.muagroup.co.uk)
- will be made available in different formats for blind, partially sighted, deaf or hearing impaired customers e.g. in large print, Braille, audiotape, or a format that is suitable to the individual customer's needs on request. For customers whose first language is not English we will provide such assistance and advice to enable the person to understand the contents of the statement.
- will be provided free of charge to any person who requests a copy

## 2.0 SAFETY AND SECURITY OF SUPPLIES ENQUIRY SERVICE

### URGENT MATTERS

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

MUAE's enquiry staff are trained to provide non-technical advice for the avoidance of danger from the distribution system and from loss of supply. They have the necessary skills in communication and customer contact, but may be assisted by other non-technical staff during widespread emergencies.

If technical advice or assistance is required, the enquiry will be passed to an appropriate specialist.

In the case of widespread emergencies, such as those caused by severe weather, we may be reliant upon information provided by other electricity distribution businesses and automatic telephone answering facilities may be used to keep our customers up to date

Please do not assume that we know you have no power and contact us as soon as possible

### NON-URGENT MATTERS

For non-urgent more general enquiries relating to MUAE's electricity distribution system or equipment please contact us by any of the following means:

#### By Post:

MUA Electricity Limited

Hawks Green Lane



## SAFETY AND SECURITY OF SUPPLY ENQUIRY SERVICE

Cannock

Staffordshire

WS11 7LH

Telephone: 0800 011 4193

Facsimile: + 44 (0) 1543 572 877

By Email [netadmin@muagroup.co.uk](mailto:netadmin@muagroup.co.uk) for general enquiries

Our office hours are Monday to Friday 08:00 to 17:00

## CHANGES TO THE STATEMENT

MUAE will review this statement annually to ensure that the document remains current with the latest licence conditions with any amendments to this statement being approved by the Gas and Electricity Markets Authority (GEMA).

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

## 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.