Customer Code of Practice

Electricity

November 2026

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Introduction

We're the electricity network operator mua Electricity Limited and we deliver electricity to your home through our network of underground cables.

As an independent electricity distribution network operator – also known as an IDNO – we're licenced by the Gas and Electricity Markets Authority (GEMA) to own, operate and maintain electricity networks nationwide.

Through our wider mua Group, we also own and operate gas, drinking water and wastewater networks too.

This customer code of practice explains the service levels you can expect as one of our residential or micro-business customers. It explains what to expect if we need to visit your home and the additional services we can provide to vulnerable households.

We also set out what we will do to put things right if things go wrong or if our service falls short of the high standards you expect from us. You can find details of the compensation we will offer you if we fail to deliver on our promises.

We're committed to providing our customers with consistently great service and constantly aim to improve the service we provide. As an Ofgem-regulated independent distribution network operator, our standards of service must be at least as good as those of your regional distribution network operator, but we'll try to exceed those standards where we can.

Your electricity supply

What we do

We're responsible for delivering electricity to your home through our distribution network.

We don't own the electricity that we transport through our cables. You pay your energy supplier for the electricity you receive from us.

If you've got a question about your electricity bill, you'll need to speak to your energy supplier. If you're not sure who your supplier is, you can find their details on your electricity bill.

You can change your electricity supplier at any time without contacting us. Regardless of which energy supplier you choose, we'll always deliver electricity to your home safely and reliably.

Our licence obligations

We're licenced by the energy regulator Ofgem to provide you with a safe and secure electricity supply through our distribution networks.

As part of our licence conditions, we use this document to explain:

- What to expect if we need to visit your home (Standard Licence Condition 9)
- The additional services we offer vulnerable households (Standard Licence Condition 10)
- How we let you know about interruptions to your electricity supply
- Our guaranteed standards of service
- How you can contact us and our complaints process (Standard Licence Condition 8)

We publish this electricity code of practice on our website. You can find it in the 'Regulatory documents' section at muagroup.co.uk.

We can also send you a copy of this document free of charge and provide it in a different format – such as large print or another language – if you need.

We'll review our electricity customer code of practice each year to make sure it meets the latest licence conditions.

Visiting your home

We may need to visit your home to check your electricity supply.

Every member of our team that visits your home will be trained and qualified. It may be a mua Group colleague that visits you or it could be a contractor working for us. They will be able to explain why they're visiting you and any work they need to do. Our team will always be polite, and they will respect you and your home.

We'll always try to let you know in advance if we need to visit you.

When we arrange an appointment, we'll offer you a time between 8am and 5pm, Monday to Friday.

If we agree an appointment, we'll do our very best to keep it unless we agree a different date or time with you.

Protecting you against bogus callers

We want to safeguard you against bogus callers. If you have a door chain, you should use it when you answer the door and ask the caller to show you their name badge.

All our employees have a mua Group ID badge. It includes their name, a colour photo and a unique card number.

If you are still unsure, you can call our 24-hour Customer Service team on 0800 011 4193 to verify our colleague's identity. Our team will always be happy to wait while you do this.

If you are part of our Priority Services Register, we may have agreed a dedicated password that our colleagues must use if they visit you. You should ask our team to give you the password before letting them into your home.

If you're not sure whether the caller is genuine, do not let them into your home.

Priority services

It's not easy being without your electricity supply during a power cut. For some people, such as those with health conditions or additional needs, it's even harder.

Our free Priority Services Register (PSR) helps us provide extra communications to households who may particularly struggle without their electricity supply during planned work or in an emergency.

You can join our free PSR if you or someone in your household:

- are blind or partially sighted
- are deaf or have hearing loss
- are over 65
- have a child under 5
- are disabled or chronically sick
- have a long-term physical or mental health condition
- depend on electricity for medical equipment
- have extra language or communication needs

You can join our Priority Services Register by completing our online registration form or by calling us on 0800 011 4193.

If you're a carer, you can register on someone else's behalf, but we may check that the person you are registering is happy to be included on our Priority Services Register.

When you register for our Priority Services Register, we'll keep all the information you've given us confidential. Once you are registered, it's important that we keep up to date with what you need. Please let us know if your circumstances or needs change and we will update our records. We may also contact you from time to time to find out if anything has changed.

To provide you with priority support in an emergency or power cut, we may need to pass your details to a selection of third parties working on our behalf. This could include engineering teams and emergency services.

We'll never use your personal information for marketing purposes.

With your consent, we can pass your details on to your energy supplier and your gas network operator (if that's not us) who may also offer priority services that you can benefit from.

Interruptions to your supply

Planned interruptions

Sometimes we may need to temporarily turn off your supply to carry out essential maintenance on our network. If we do this, we will always try to minimise the impact on our service to you.

We'll write to you at least two days before any planned interruption to give you time to prepare. If the power cut is caused by an issue on another network connected to ours, we'll do our best to let you know as quickly as possible once we're notified.

When we write to you, we'll include a telephone number and email address so you can contact us if you have any questions. If your circumstances mean you need extra support while you're without power, you can let us know what you need and we will help where we can. It's important you have a contingency care plan in place with your medical professional if you use medical equipment that depends on electricity.

Unplanned interruptions

Power cuts are rare, but if you are ever without power, you can report it to us by calling 105 or 0800 011 4193.

If your power is interrupted in an emergency, because of a fault or damage on our network, or because of an issue with the regional distribution network, we wouldn't be able to let you know in advance. If this happens, we'll make every effort to contact households listed on our Priority Services Register to keep you updated on our progress and discuss any special requirements with you.

Where possible, we share details of unplanned interruptions impacting our electricity networks on our website, muagroup.co.uk.

If you're ever without power, we'll do all we can to restore your supply as quickly as possible.

What to do in a power cut

If you find yourself with a sudden power cut at home, check to see whether your neighbours have electricity or if the streetlights are on before you contact us.

If the streetlights are on and your neighbours have power:

- Check your trip switch to see if it is in the 'on' position – if it is, call us
- If your trip switch is in the 'off' position, reset the trip switch before switching it back on and see if that restores your power
- If it switches back off immediately, then one of your appliances may be faulty. Unplug all your electrical appliances and then reset your trip switch
- If your trip switch will not reset, then there may be a problem with your internal wiring and you will need to contact a registered electrician
- Finally, check your electricity meter. If the dial or display is not working, call us

While your electricity is off:

- Leave a light on so you know when the power comes back on
- Keep your fridge and freezer shut
- Turn off and unplug any appliances that get hot, such as heaters or kettles, in case you forget they are switched on when the power comes back on
- Limit using your phone, tablet and laptop to save the battery life
- Unplug any sensitive equipment, such as computers and TVs
- Unplug any low carbon technologies, such as EV chargers, solar panels and battery storage systems

You can be prepared for power cuts at home by:

- Keeping a battery-powered torch in a safe place, along with blankets and warm clothes
- Checking you have your contingency care plan in place with your medical professional for any electricity-dependent medical equipment
- Storing important contact numbers on your mobile phone and keeping it charged

Our Guaranteed Standards

Guaranteed Standards of Performance (GSoP) are minimum standards that all electricity network operators must meet. It ensures households receive a fair and reliable level of service, regardless of which operator delivers electricity to their home.

If we fail to meet a standard, you may be eligible for compensation. Payments are set by The Electricity (Standards of Performance) Regulations 2015. Your electricity supplier will usually send you a copy of the Guaranteed Standards of Performance at least once a year.

Compensation for power cuts depends on the weather conditions, how many homes are affected and how long you are without electricity.

In severe weather, compensation is determined by two storm categories, which are based on the impact the storm has on the electricity network such as damage to pylons and overhead cables. These two categories are different to the storm categories issued by the Met Office.

Sometimes the guaranteed standards may not apply because of events beyond our control. For example, if we're not able to access a property to restore the electricity supply or because of third-party actions.

If that's the case, we'll need to demonstrate that we had taken all reasonable steps to prevent the exceptional circumstances from happening.

How to claim for compensation

You can claim for compensation through our short online application form. If you're eligible, we'll make the payment directly into your bank account.

If you'd prefer to share your details with us by email, you can download a copy of our compensation application form and email that to us at care@muagroup.co.uk.

You must make a claim within one month of the date that your electricity supply is restored.

Guaranteed Standard of Performance	Compensation description
Regulation 5 **Power cut in normal conditions** Power cut impacting less than 5,000 properties	If your home is without power for more than 12 hours, you will receive **£100**. If you're a non-domestic micro-business, you'll receive **£195**. You will receive a further **£45** for each additional 12 hours without power.
Regulation 6 **Power cut in normal conditions** Power cut impacting more than 5,000 properties	If your home is without power for more than 24 hours, you will receive **£100**. If you're a non-domestic micro-business, you'll receive **£195**. You will get a further **£45** for each additional 12 hours without power, up to a total of **£400**.
Regulation 7 **Power cut in severe weather** Storm category 1 – medium events: • Lightning events – when a distributor experiences at least 8 times the normal amount of higher voltage faults in 1 day, supplies will be restored within 24 hours. • Non-lightning event – when a distributor experiences 8 or more but fewer than 13 times the normal amount of higher voltage faults in 1 day, supplies will be restored within 24 hours.	You can claim **£90** if your power is cut off for 24 hours, whether you're a domestic customer or a non-domestic micro-business. You will get an extra **£45** for every six hours afterwards. The maximum amount you can claim is **£2,235**.
Regulation 7 **Power cut in severe weather** Storm category 2 – severe events: • Non-lightning event – when a distributor experiences at least 13 times the normal number of faults in 1 day, supplies will be restored within 48 hours.	You can claim **£90** if your power is cut off for 24 hours, whether you're a domestic customer or a non-domestic micro-business. You will get an extra **£45** for every six hours afterwards. The maximum amount you can claim is **£2,235**.

Regulation 8(2) **Rota disconnection** Extended power cut during rota disconnection	If the supply to your home is interrupted because of rota disconnection and it is not restored within 24 hours, we'll pay you **£100**. If you're a non-domestic micro-business, you'll receive **£195**.
Regulation 10(4) **Multiple power cuts** More than four power cuts in a year	If your home or micro-business is cut off more than four times in a year for at least three hours each time, you can get an extra **£100**. The year runs from 1 April to 31 March.
Regulation 11(3) **Missing an appointment to change a fuse** Failure to attend an appointment in time	If we need to replace a fuse at your property so we can restore your supply, we'll attend within three hours on a working day or four hours on a non-working day or bank holiday. If we fail to attend your property in that time, we'll pay you **£40**.
Regulation 12(4) **Notice of a planned power cut** Insufficient notice of a planned interruption to your supply, caused by work on our network	If we don't give you two days' notice of a planned interruption to your electricity supply because of maintenance on our network, we'll pay you **£40** if you're a domestic customer or **£80** if you're a non-domestic micro-business. We'll also pay you **£40** if we interrupt your supply on a different day to the date in our letter.
Regulation 12(6) **Notice of a planned power cut** Insufficient notice of a planned interruption to your supply, caused by another network operator	If we receive notice of a planned interruption from the regional distribution network operator, but don't give you two days' notice, we'll pay you **£40** if you're a domestic customer or **£80** if you're a non-domestic micro-business.
Regulation 13 **Voltage investigation appointment** Failure to make or attend an appointment	When we need to visit your property to investigate a voltage issue, but don't offer an appointment within seven days, we'll pay you **£40**. If we make an appointment, but don't attend, you'll receive **£40**.
Regulation 17 **Missed appointments** Failure to make or attend an appointment	If we fail to offer you an appointment within a reasonable period when we need to visit you or you request a visit from us, we'll pay you **£40**. If we make an appointment, but don't attend, you'll receive **£40**.

Regulation 19(5) **Compensation payment delays** Timely payment of compensation	If we don't pay your compensation claim within 10 days of your application, we'll pay you an extra **£40**.

Contacting us

We're here to help with any questions or problems you have with your electricity supply.

Need help in a power cut?

In a power cut, call 105 or 0800 011 4193.

You can also call this number if you are worried about the safety of your electricity supply or if you have spotted any damage to overhead power lines or underground cables. Calls are free and will be answered 24 hours a day.

You can also find updates about planned maintenance and unplanned interruptions impacting our electricity networks on our website, muagroup.co.uk.

Non-emergency enquiries

You can contact us in the following ways:

- You can call our 24-hour Customer Service team on 0800 011 4193
- You can email us at netadmin@muagroup.co.uk
- You can get in touch through our website at muagroup.co.uk/contact
- You can write to us at mua Electricity Limited, Hawks Green Lane, Cannock, Staffordshire WS11 7LH

Questions about your electricity bill?

We can't help you with questions or problems with your electricity bill. If you've got a question about your electricity bill, you'll need to speak to your electricity supplier.

Although we're not an energy supplier, we know many people are worried about high energy prices. If you're struggling to afford your electricity bills, it's important to speak to your supplier as soon as possible. If you need energy advice or financial support, you can find details of independent advice organisations on our website.

Our complaints procedure

We want to deliver a great service for our customers. If we get it wrong, we want to put things right as quickly as possible. If we haven't provided the high quality of service you expect, please contact us so we can work with you to resolve the problem.

Making a complaint

There are several ways to contact us about a complaint:

- By phone on 0800 011 4193
- By email at care@muagroup.co.uk
- Through our website at muagroup.co.uk/contact
- By post at mua Electricity Limited, Hawks Green Lane, Cannock, Staffordshire WS11 7LH

Resolving your complaint

We know that complaints can frustrating and inconvenient. We'll always do our best to help you and resolve your complaint as soon as possible.

Resolving your complaint could include us:

- Apologising if we've got things wrong
- Giving you a full explanation
- Taking action to put things right
- Paying you compensation if we didn't meet our Guaranteed Standards of Performance

We'll also issue you with a final decision letter explaining how we've resolved your complaint.

Our complaints procedure

Stage 1

When you contact us, we'll attempt to resolve the issue with you directly. If necessary, we may pass your complaint to a manager or specialist team to investigate.

We aim to fully resolve the issue within 10 working days of receiving your call, email or letter.

If we need to contact another organisation to investigate your issue, such as the regional distribution network operator, it may take us a little longer to resolve your issue. We'll keep you regularly updated on our contact with them.

Stage 2

If we've not been able to resolve your complaint within 10 working days, your complaint will be passed to a senior manager. They will do everything possible to address your concerns and make sure you're happy with the resolution.

We aim to mutually agree a resolution within 10 working days of your complaint being escalated to stage 2.

Stage 3

If you're not happy with the resolution proposed by our senior manager, you can ask us to escalate it to an appropriate director within mua Group.

Our director will aim to reach a resolution to your complaint within 10 working days.

If at the end of this process, there's nothing more we can do, we'll issue you with a deadlock letter, which explains we've been unable to resolve your complaint.

If you are not happy with our response

We'll always make every effort to fully resolve your complaint. However, if we reach the end of our complaints process and you still feel we could have done more, you can contact the Energy Ombudsman.

The Energy Ombudsman is a free and impartial service, approved by the energy regulator Ofgem to provide fair dispute resolution between consumers and energy companies.

You can contact the Energy Ombudsman if we've not resolved your issue within eight weeks or we've issued you with a deadlock letter.

The Energy Ombudsman will review your complaint and decide what action should be taken.

You can contact the Energy Ombudsman by calling 0330 440 1624, filling in an online form or emailing enquiry@energyombudsman.org.

Other sources of help

Citizens Advice provides free, confidential and impartial advice on consumer issues.

If you live in England or Wales, you can contact Citizens Advice:

- By calling the consumer helpline on 0800 223 1133
- By starting a chat on the Citizens Advice website: citizensadvice.org.uk
- Using Relay UK by dialling 18001 then 0800 223 1133
- By completing an online form: referrals.citizensadvice.org.uk/consumer/forms/energy

If you live in Wales, you can speak to the Citizens Advice consumer helpline in Welsh:

- By calling 0808 223 1144

If you live in Scotland, you can contact Citizens Advice Scotland:

- By calling the consumer helpline on 0800 028 1456
- By finding your local Bureau on the Citizens Advice Scotland website: citizensadvice.org.uk/scotland
- In British Sign Language using the Contact Scotland app: contactscotland-bsl.org