Customer Code of Practice

Gas

November 2026

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Introduction

We're the gas network operator mua Gas Limited and we deliver gas to your home through our network of underground pipes.

As an independent gas transporter – also known as an IGT – we're licenced by the Gas and Electricity Markets Authority (GEMA) to own, operate and maintain gas networks nationwide.

Through our wider mua Group, we also own and operate electricity, 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 also 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 gas supply

What we do

We're responsible for delivering gas to your home through our distribution network. We're responsible for the pipes up to your gas meter.

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

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

You can change your gas supplier at any time without contacting us. Regardless of which energy supplier you choose, we'll always deliver gas 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 gas 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 18)
- The additional services we offer vulnerable households (Standard Licence Condition 17)
- How we let you know about interruptions to your gas supply (Standard Licence Condition 22)
- Our guaranteed standards of service
- How you can contact us and our complaints process (Standard Licence Condition 6)

We publish this gas 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 gas 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 gas meter or complete routine checks on your gas 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.

Visiting your home in an emergency

If you smell gas or damage a gas pipe at your home, call the National Gas Emergency Service immediately on 0800 111 999.

The National Gas Emergency Service operates 24 hours a day, seven days a week.

An emergency gas engineer from the local distribution network company for your region will visit your home, for free. The engineer will carry out safety checks and make the situation safe.

If you're not able to turn off the gas supply at the emergency control valve on your meter, the emergency engineer will be with you within one hour.

If you've turned off the gas supply using the emergency control valve, the engineer will be with you within two hours.

You can check which company operates the regional gas distribution network in your area at findmygdn.co.uk.

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 gas supply during a supply emergency. For some people, such as those with health conditions, it's even harder.

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

You'll also be provided with alternative cooking and heating appliances, such as electric hot plates and heaters, if your gas supply is interrupted.

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 caregiver, 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, 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 electricity 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 seven working days before any planned interruption to give you time to prepare. If the interruption 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 gas, you can let us know what you need and we will help where we can.

We'll also add details of the interruption to the 'Network status updates' section of our website, muagroup.co.uk.

Unplanned interruptions

If your gas supply 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 gas networks on our website, muagroup.co.uk.

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

What to do if you smell gas

If you smell gas, damage a gas pipe or are worried about gas safety, call the National Gas Emergency Service immediately on 0800 111 999.

If you are deaf, have hearing loss or are speech impaired, you can contact the National Gas Emergency Service through the free Relay UK app or by dialling 18001 0800 111 999 on your textphone.

The service operates 24/7 and all calls are free.

As well as calling the National Gas Emergency Service, you should:

- Open all doors and windows
- Turn off your gas supply at the meter using the emergency control valve (ECV), except if your gas meter is in the cellar or basement
- Turn off your gas appliances until the gas engineer has checked they're safe
- Put out any candles and naked flames, and don't light any matches or smoke
- Don't turn any electrical switches on or off, as this could ignite a gas leak
- Wait outside or with a neighbour for the emergency gas engineer to arrive

Our Guaranteed Standards

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

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

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 gas 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 gas supply is restored.

Guaranteed Standard of Performance	Compensation description
Guaranteed Standard 1 **Supply restoration** When your gas supply goes off in an emergency and it is not planned, we will pay you compensation.	If your home is without gas for more than 24 hours because of an unplanned issue or emergency on our network, you will receive **£75**. If you are a non-domestic micro-business, you will receive **£130**. You will receive a further **£75** for each additional 24 hours you are without your gas supply, up to a maximum of **£1,000** per property.
Guaranteed Standard 2 **Reinstatement of your home** If we need to access our pipes under your driveway or garden, we'll reinstate the excavations after we finish our maintenance or repairs.	If we don't permanently reinstate any excavations within five working days after we finish work at your home, you will receive **£130**. If we don't permanently reinstate any excavations within five working days after we finish work at your non-domestic micro-business, you will receive **£260**. We'll pay you another **£130** if we still haven't reinstated the excavations after a further five working days. If you've been a member of our Priority Services Register for more than 30 days before we start work, we'll pay you **£130** if we don't reinstate the excavations within three working days. Our PSR customers will receive an extra **£130** if we still haven't reinstated the excavations after a further three working days.
Guaranteed Standard 3 **Alternative appliances for Priority Services Register customers** If you're a member of the Priority Services Register and your gas supply is interrupted, you'll receive alternative cooking and heating appliances within four hours. If more than 250 properties are affected, you'll receive the appliances within eight hours. When more than 250 properties are affected and the interruption lasts more	If you don't receive alternative cooking and heating appliances with the timescales, we'll pay you **£60**. We'll pay you an extra **£60** for each 24-hour period until the appliances get to you, up to a maximum of **£640**. If you're eligible for a hot meal or access to hot water and you're not provided with these, you will receive **£60**. We'll pay you another **£60** for each 24-hour period that we're you're not provided with a hot meal or access to hot water, up to a maximum of **£640**.

<table>
<tr><td>than 48 hours, our Priority Services Register customers will receive:
Access to a hot meal every 24 hours
Access to hot water every 24 hours where households are medically dependent on showering and water dependent for medical reasons</td><td></td></tr>
<tr><td>Guaranteed Standard 4, 5 and 6
Connection and alteration quotes

We will provide you with a quote for a new gas connection, to move your existing gas connection or disconnect your gas supply within specific timeframes.</td><td>If we don’t provide you with a new gas connection, gas service alteration or disconnection quote within the following timeframes, we will pay you compensation for the initial failure and each additional day until you receive your quote.

<table><tr><th>Quotation type</th><th>Timescale</th><th>Payment</th><th>Cap</th></tr><tr><td>Standard</td><td>4 working days</td><td>£25</td><td>£640 or quote sum, whichever is lowest</td></tr><tr><td>Non-Standard ≤275kWh</td><td>11 working days</td><td>£25</td><td>£640 or quote sum, whichever is lowest</td></tr><tr><td>Non-Standard >275kWh</td><td>21 working days</td><td>£50</td><td>£1275 or quote sum, whichever is lowest</td></tr></table></td></tr>
<tr><td>Guaranteed Standard 7
Connection quote accuracy

We’ll provide accurate quotes for a new connection or to move your connection.</td><td>If you challenge our quote in line with our published accuracy scheme and the quote is found to be inaccurate, we will refund you any overcharge.</td></tr>
<tr><td>Guaranteed Standard 8
Land enquiry responses

We will respond to any land enquiries relating to a new connection or alteration of an existing gas connection within five working days.</td><td>If we don’t respond to your land enquiry within five working days, we will pay you compensation for the initial failure and each additional day until you receive your response:
£105 per day for quotes with a flow rate of ≤275kWh, up to a cap of £640
£105 per day for quotes >275 kWh per hour, up to a cap of £1,275</td></tr>
<tr><td>Guaranteed Standard 9 and 10
Connection start and finish dates

Within 20 working days of accepting our quote, we will provide you with dates for starting and finishing our work to connect your new gas supply or move your existing supply.</td><td>If we don’t provide you with a specific start and substantial end date for your new connection or gas supply alteration within 20 working days of you accepting the quote, will be pay you compensation for the additional failure and each additional day until we confirm the dates.

<table><tr><th>Connection type</th><th>Payment</th><th>Cap</th></tr><tr><td>Up to or equal to 275kWh</td><td>£25</td><td>£640 or quote sum, whichever is lowest</td></tr><tr><td>Above 275kWh</td><td>£105</td><td>£1275 or quote sum, whichever is lowest</td></tr></table></td></tr>
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<td>Guaranteed Standard 11
Connection completion date

If we don’t complete your new gas connection or service alteration when we agreed, we will pay you compensation.</td>
<td>If we don’t substantially finish your new connection or gas supply alteration on the date we agreed with you, we’ll pay you compensation for the initial failure and each additional day until we finish.

<table>
<tr><th>Quote amount</th><th>Payment</th><th>Cap</th></tr>
<tr><td>Up to £1,000</td><td>£50</td><td>£510 or quote sum, whichever is lowest</td></tr>
<tr><td>£1,001 to £4,000</td><td>£260 or 5% of quote, whichever is lowest</td><td>50% of quote sum</td></tr>
<tr><td>Over £4,000 to £20,000</td><td>£260</td><td>50% of quote sum</td></tr>
<tr><td>Over £20,000 to £50,000</td><td>£260</td><td>£12,755</td></tr>
<tr><td>Over £50,000 to £100,000</td><td>£380</td><td>£22,960</td></tr>
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<td>Guaranteed Standard 12
Compensation payment delays

We will pay your compensation payments within five working days</td>
<td>If you don’t receive your compensation payment within five working days, we’ll pay you an extra £50.</td>
</tr>
<tr>
<td>Guaranteed Standard 13
Advance notice of a planned interruption to your gas supply

We’ll let you know in advance if we need to carry out planned work to maintain or repair our gas network, which means we need to temporarily turn off your gas supply</td>
<td>If we don’t give you seven days’ notice of a planned interruption the gas supply to your home, we’ll pay you £50.

If we don’t give you seven days’ notice of a planned interruption the gas supply to your non-domestic micro-business, we’ll pay you £130.</td>
</tr>
<tr>
<td>Guaranteed Standard 14
Responding to complaints

If you contact us about a complaint in writing or over the phone, we will respond to your complaint within five working days.

If we need to visit your home or gather information from another organisation to resolve your complaint, we’ll provide an initial written response within 10 working days to explain this.</td>
<td>If we don’t respond to your complaint within five days, or contact you within 10 days to explain that we need to gather more information, we’ll pay you £50.

We’ll pay you £50 for every five working days that until we provide a response, up to a maximum of £260.</td>
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</table>

Contacting us

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

Smell gas?

If you smell gas or damage a gas pipe, call the National Gas Emergency Service immediately on **0800 111 999**.

Calls are free and will be answered 24 hours a day.

If you are deaf, have hearing loss or are speech impaired, dial 18001 0800 111 999 on your textphone or use the Relay UK app.

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 Gas Limited, Hawks Green Lane, Cannock, Staffordshire WS11 7LH

Questions about your gas bill?

We can't help you with questions or problems with your gas bill. If you've got a question about your gas bill, you'll need to speak to your gas 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 gas 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 Gas 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
- Pay 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 five working days of receiving your call, email or letter.

If we need to visit your home or gather information from another organisation to resolve your complaint, we'll provide an initial written response within 10 working days to explain this.

If we don't respond to your complaint within five days, or contact you within 10 days to explain that we need to gather more information, we will pay you compensation in line with Ofgem's Guaranteed Standards of Performance. You can find details of that on page 7 of this document.

Stage 2

If we've not been able to resolve your complaint within our stage one timescales, 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 receive 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