Mua Electricity Limited Safety & Security of Supplies Enquiry Service

Electricity Distribution Licence: Standard Licence Condition 8

Document control

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Revision history

Version	Date	Revision notes
S0	28 October 2022	Rebranded as MUA Electricity
V1	12 November 2026	Review & updated onto new mua Electricity branded template

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. Billing enquiries should be directed to your Electricity Supplier using the contact details set out on a recent electricity bill. This information relates to enquiries about incidents that affect the distribution system through which your electricity is delivered or any incident that requires our urgent attention.

LICENCE OBLIGATONS

- This statement has been produced in accordance with Standard License Condition (SLC) 8 of **MUAE's** Electricity Distribution license and has been approved by the Gas and Electricity Markets Authority (GEMA).
- SLC 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
- 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

MUAE provides, operates, and maintains an enquiry service to allow any person to send and receive information, guidance and advice on any matter that: -

- affects or is likely to affect the distribution service we provide.
- causes or is likely to cause danger or requires urgent attention and is related to the distribution service we provide.

This service is continually staffed and can be contacted 24 hours a day, 365 days a year. The service is free at the point of use. Reports by post or in person should only be made for non-urgent matters.

EMERGENCY TELEPHONE NUMBER: 105

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'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 may be assisted by other non-technical staff during widespread emergencies. If technical advice is required, the enquiry will be passed to an appropriate specialist.

In the case of widespread emergencies, we may be reliant upon information provided by other electricity distribution businesses and automatic telephone answering facilities to keep 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

Cannock

Staffordshire

WS11 7LH

Telephone: 0800 011 4193

By Email: Care@muagroup.co.uk for general enquires

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

CHANGES TO THIS STATEMENT

This statement will be reviewed annually to ensure it remains current with the latest license conditions. Any changes to this statement will be notified to GEMA and will not come into force until a period of one month from the date of the notice or GEMA's approval has been obtained. Any changes to the address or telephone number of this service will be communicated as soon as practicable but in any event prior to the change becoming effective.

PROHIBITION OF DISCRIMINSATION

MUAE will ensure all reports and enquiries are promptly addressed in an efficient manner and in accordance with any relevant guaranteed and overall standards of service set from time to time by the Gas and Electricity Markets Authority (GEMA)**. MUAE** 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. The reporting arrangements will be made available to other utilities, local authorities, and emergency services.