



**MUA Gas Limited**

**CUSTOMER CODE OF PRACTICE AND SECURITY OF  
SUPPLY STANDARD**

**GAS TRANSPORTER LICENCE STANDARD LICENCE**

 <b>Stuart Monk</b> Regulation and Compliance Manager		 <b>Gregory Addison-Smyth</b> Managing Director			
<b>MAIN AUTHOR</b>		<b>APPROVER</b>			
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*This statement is in a form approved by the Gas and Electricity Markets Authority*

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## 1.0 INTRODUCTION

### One Family, One Team, One MUA

This Code of Practice has been prepared in a form approved by the Office of Gas and Electricity Markets (Ofgem.)

MUA Gas Limited (MUAG), a UK Independent Gas Transporter (IGT), owns and operates gas networks throughout the UK that provide a supply of gas to customers' homes and business premises.

Whilst MUAG are responsible for the gas network that delivers gas to customers' homes and business premises, your Gas Supplier sends you a bill for your gas use. 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 gas bill.

### Standard Licence Condition Obligations

This statement sets MUAG approach to Provision of services for specific domestic customer groups (Standard Licence Condition 17), Arrangements for access to Customer Premises (Standard Licence Condition 18), Arrangements in Respect of Powers of Entry (Standard Licence Condition 19), Reporting on Performance (Standard Licence Condition 21) and Provision of information during unplanned interruptions (Standard Licence Condition 22) and is prepared in accordance with the requirements of MUAG Gas Transporters Licence issued under the Gas Act 1986 (as amended by the Utilities Act 2000 and the Energy Act 2004).

MUAG has responsibilities to its customers for:-

- Contacting MUAG
- Safety and Security of their Supply
- 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 MUAG puts the above responsibilities into practice.

*Whilst MUAG are responsible for the gas network that delivers gas to customers' homes and business premises, your Gas Supplier sends you a bill for your gas usage and their Meter Asset Manager (MAM) is responsible for your gas meter. Details of your Gas Supplier can be found on your latest gas bill.*

### A copy of this Code of practice

- is available to view and download electronically FREE OF CHARGE 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
- One hard copy of the code of Practice will be provided FREE OF CHARGE per request by contacting us (details of which are outlined in Section 2).

MUAG 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 Gas user that uses the service as soon as is practicable but in any event prior to the change becoming effective.

## 2.0 CONTACTING MUA GAS LIMITED

### Integrity and Respect for All

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

In these circumstances, to report the loss of your gas supply to us or any concern about the safety of the meter, or of our gas above and underground infrastructure, at any time of the day or night 365 days of the year, please telephone the National Gas Emergency line **FREE OF CHARGE** on:-

**0800 111 999**

*All calls to this emergency number are recorded and may be monitored*

### 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: - 01543 466 711

### Customers who are deafened or who have difficulty hearing

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

### To write to us our address is:-

MUA Gas 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](mailto:netadmin@muagroup.co.uk) for general enquiries

or visit our website at [www.muagroup.co.uk](http://www.muagroup.co.uk)

**For Emergencies, please do not email and instead call**

- Gas Emergency or Smell of Gas: **0800 111 999**
- Medical Accident or Emergencies: **999 / 111**
- All other MUAG enquires: **0800 011 4193**

## 3.0 THE PRIORITY SERVICE REGISTER

### Integrity and Respect for All

We are aware that some of our customers have special requirements and need a priority service.

Your gas Supplier has licence obligations to maintain a register and to offer special help to customers who are blind, partially sighted, deaf, have hearing difficulties, are of pensionable age, are disabled, are chronically sick, have children under the age of five or have other vulnerable conditions. By registering on the Priority Service Register (PSR) through your gas Supplier, you may be entitled to receive free gas safety inspections of appliances and pipework on your side of the gas meter. Please contact your Supplier for more information.

Under General Data Protection Regulations that came into force from 25<sup>th</sup> May 2018, your Supplier will only collect personal data from you to be stored on the PSR where you have explicitly consented to this. The PSR is maintained by the Central Data Service Provider ("XOSERVE" as of the date of revision of this statement) and XOSERVE will transfer your data to MUAG (on your behalf), and MUAG will hold it on a secure database and will only use it to enable us to meet our statutory obligations as a gas transporter.

Examples of what we provide to you as a gas transporter under the PSR are:

- advance notice of planned interruptions to your gas 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
- providing advice on how to best prepare for an expected shutdown and manage in an unexpected shutdown
- providing information on unexpected outages and informing you of when your supply will be restored

To register onto the Priority Services Register **FREE OF CHARGE** you should contact your gas supplier, contact details of which will be found on your most recent gas bill. The details that they will take is your name, address, telephone number, and details of your vulnerable requirements and/or special equipment and how regularly you use it.

Please note that it is not possible to guarantee a constant supply of gas 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 Gas 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 telephone 01543 466 711 during the hours of 8am to 5:00pm. You may also write or e-mail to the addresses given in Section 2.

Alternatively, you may register a password with your Gas 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 MUAG.

If you have any doubts about whether a caller is genuine, **DO NOT let them into your home**

As an organisation involved in the provision of Gas we do have Rights of Entry under the Rights of Entry (Gas and Electricity Boards) Act 1954. MUAG 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 – looking**

Many appointments will be made at your request, but sometimes 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 MUAG 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 Priority Service Register service detailed in Section 4 above and our section on Passwords below.
- All MUAG employees and contractors will be able to inform you of the MUAG emergency telephone number or general enquiry telephone number
- All MUAG employees and contractors will be able to give you explanations and information on matters relevant to the purpose of their visit.
- MUAG 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**

MUAG 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 and time 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 turn off the gas supply to carry out essential planned maintenance of apparatus on our gas 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 MUAG control e.g. emergency street works that require a cessation of gas 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 gas 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 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'. Switching off the supply of your gas 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 gas 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 you smell gas in your home, think you have a gas leak or have any concern regarding carbon monoxide:-

- Immediately open all windows and doors

- Extinguish any naked flames including cigarettes
- Call the Gas Emergency Services free on: **0800 111 999**

*All calls to this emergency number are recorded and may be monitored*

## 6.0 SAFETY AND SECURITY OF SUPPLY SERVICE

### Improving Live by Delivering World Class Infrastructure

This section sets out the enquiry service that has been made available to any person for the purposes of receiving reports and offering information, guidance, or advice about any matter or incident that:

- Affects or is likely to affect the maintenance of the security, availability and quality of service of the licensee's distribution system; or
- Arises from or in connection with the operation of, or otherwise relates to, the licensee's distribution system and which causes danger or requires urgent attention or is likely to cause danger or require urgent attention.

### Urgent Matters

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

MUAG 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 gas supply to us or any concern about the safety of the meter, or of our gas above and underground infrastructure, at any time of the day or night 365 days of the year, please telephone the National Gas Emergency line **FREE OF CHARGE** on:-

**0800 111 999**

*All calls to this emergency number are recorded and may be monitored*

MUAG 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 natural disasters, we may be reliant upon information provided by other gas transportation 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 gas supply and contact us as soon as possible**

## **Non-urgent Matters**

For non-urgent, more general enquiries relating to MUAG and our gas distribution system or equipment, please contact us by the means detailed in Section 2.

All reports and enquires received in accordance with this statement, whether made by telephone, in writing, or in person, will be processed in a prompt and efficient manner and in accordance with any relevant guaranteed and overall standards of service set from time to time by the Authority.

## **Gas Suppliers**

If any gas supplier chooses to provide its customers with an address and telephone number which differ from those given in Section 2 for the reporting of such matters, that supplier will be responsible for ensuring that full details of all reports are passed promptly to us. In all such cases, the standards of service provided would be measured from the time at which reports are received by MUAG.

## **Loss of Gas Supply**

In addition to receiving reports concerning the gas distribution system, the service may be used by any person to enquire about the likely extent or duration of supply emergencies. Every effort will be made to provide precise and up-to-date information.

## **Urgent Information**

If customers have information concerning the safety or security of their supply or of MUAG infrastructure, customers should telephone our emergency telephone number detailed in Section 2.

## **Non-discrimination**

MUAG will deal with all reports and enquiries strictly on their merits and will not discriminate in the provision of the service or use the contact to promote any gas supply business.

## **Availability**

The reporting arrangements set out above are also made available to other utilities, local authorities, and emergency services.



# CUSTOMER CODE OF PRACTICE AND SECURITY OF SUPPLY STANDARD

## 7.0 COMPLAINTS AND CUSTOMER SATISFACTION

### Always Deliver

If you are dissatisfied with MUAG for any reason, please feel free to contact us, either by telephone, e-mail or by letter using the normal working 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 time, 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.

For concerns on your Gas Meter, it is likely that MUAG will maintain this meter rather than your supplier and we will be able to confirm this with you and advise you on how best to resolve your query.

If you are concerned about your gas bill, please call your Gas 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) of this document.

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 gas 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 in Appendix A.

Where non-emergency technical investigations are needed, for example if the pressures of your gas supply to your premises is fluctuating outside permitted limits but not causing an interruption, 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 satisfied with your initial response or any decision made by MUAG in resolving your complaint, you can, at any time, escalate the matter further by:

Firstly, contact our Head of Networks (correspondence address as 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 the MUAG 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](http://www.ombudsman-services.org/energy)) and further information on the role and how they can assist you to progress a dispute / complaint with MUAG 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.

## 8.0 APPENDIX A GUARANTEED STANDARDS OF SERVICE

### Meeting the Guaranteed Standards of Service as agreed with Energywatch and Ofgem

MUAG 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 Gas (Standards of Performance) Regulations 2005 and we will be happy to provide you with a copy of the Statutory Instrument upon request.

Your Gas 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.

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 the regulations where no exemptions under those regulations apply.

<i>Regulation</i>	<i>Prescribed period</i>	<i>Prescribed sum domestic customer</i>	<i>Prescribed sum non-domestic customers</i>
4(2)	7 working days	£20	
4(4)(a)		£20	
4(4)(b)	5 working days	£20	
5(3)	4 hours on any day	£20	
6(2)		£20	
6(3)		£20	
7(2)	24 hours	£30	
8(2)	10 working days	£50	£100
9(2)(a)	4 hours	£24	
9(2)(b)(i)	4 hours	£24	
9(2)(b)(ii)	8 hours	£24	
10(3)(a)	6 working days	£10	£10
10(3)(b)(i)	11 working days	£10	£10
10(3)(b)(ii)	21 working days	£20	£20
10(3)(d)	5 working days	£40	£40
10(3)(e)(i)	20 working days	£20	£20
10(3)(e)(ii)	20 working days	£40	£40
10(3)(f)(i)		£20	£20
10(3)(f)(ii)		the lesser of £100 or 2.5% of the contract sum	the lesser of £100 or 2.5% of the contract sum
10(3)(f)(iii)		£100	£100
10(3)(f)(iv)		£100	£100
10(3)(f)(v)		£150	£150
12(3)	10 working days	£20	£20
12(4)	20 working days	£20	£20