

Stark

YOUR ENERGY IS OUR WORLD



Stark

Infra

STRK Customer Code of Practice

Effective from: 1 April 2024

1. Introduction

Stark Infra-Electricity Ltd ("STRK") owns and operates electricity networks throughout the UK that distribute a supply of electricity to customers' homes and business premises.

Maintenance of our networks, to ensure a safe and reliable flow of electricity for consumers, is our top priority. This document outlines the services and arrangements we have in place to support this as well as details of how you can raise a complaint if we fail to meet standards.

We are not an Electricity Supplier. If you are concerned about your meter, or your electricity bill please call your Electricity Supplier. Their telephone number is on their latest bill.

2. Emergencies

If you notice something potentially dangerous relating to your electricity connection or meter or any cables, lines or substations on a Stark network, call **0800 9961002** immediately. For advice on what to do in the event of a power cut see Section 3 of this document.

3. Interruptions to Your Supply

Sometimes we have to switch off the electricity supply to carry out essential planned maintenance of items on our electricity network or to connect new customers. We will contact you with the details of the interruption at least 2 days in advance.

Please note that where the interruption of supply is caused by an issue outside of STRK's control e.g. emergency street works that require a cessation of electricity or a fault on another organisation's network that is connected to ours, we will endeavour to inform you within 2 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. Please note that it is not possible to guarantee a constant supply of electricity and it is essential that you have alternative arrangements to fall back on.

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 electricity during this type of emergency would be necessary should there be a danger to human life or to vital equipment.

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 local hospital.

If your electricity supply is lost then we recommend you read the following advice:

- Check to see if your neighbours have lost their supply. If they have not, the problem causing your loss of supply may be the result of one of your own fuses blowing.
- If you have a trip switch, check to see if it has operated. If it has, switch off all your appliances and try to reset the trip. The supply may then come back on.
- If the trip switch has not operated, and you can find no other reason, there may be a problem with the electricity supply. In which case, please call our emergency number listed above.
- If you have a battery operated radio, please listen to the local radio station as it may be possible to keep informed of the more widespread electricity supply problems particularly during times of severe weather.

4. The Stark Infra Priority Service Register

We are aware that some of our customers have special requirements and need a priority service. If you are blind, partially sighted, deaf, have hearing difficulties, are of pensionable age, are disabled, chronically sick or depend on electricity for medical reasons you may register your details with us.

Some examples of what we mean by “medical reasons” are if you have a kidney dialysis machine, a ventilator, a stair-lift or a bath hoist.

We can keep your information on our Priority Service Register and this will help us to meet your needs. Examples of what our Priority Service Register provides are:

- advance notice of planned interruptions to your electricity 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

To register with us please telephone 01372 360607 during the hours of 8.45am to 5pm or write to:

Post: Stark Infra, Sentinel House, 10-12 Massetts Road, Horley, Surrey, RH6 7DE

or email: networks@stark.co.uk

We need to know your name, address, telephone number and details of your special needs or special equipment and how regularly you use it.

Your details will be kept in strictest confidence and only passed on to other organisations for energy-related purposes e.g. a meter company who would need to know your special requirements should they require access to your home to read the meter. We will inform your Electricity Supplier, who can also register you under their own Priority Service Register. Alternatively, if you register with your Electricity Supplier, they will pass on your details to us.

Please note that it is not possible to guarantee a constant supply of electricity 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 electricity supply goes off unexpectedly.

5. Entering your home

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:

- Stark 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 here in and our section 4 on Passwords below.
 - All Stark employees and contractors will be able to inform you of STRK's emergency telephone number or general enquiry telephone number.
 - All Stark employees and contractors will be able to give you explanations and information on matters relevant to the purpose of their visit.
 - Stark 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. Call this number to check: 01372 360607.

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 with you.

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 need to visit your home.

To set up your personal password please telephone, 01372 360607 during the hours of 8.45am to 5pm or write to:

Post: Stark Infra, Sentinel House, 10-12 Massetts Road, Horley, Surrey, RH6 7DE

or email: networks@stark.co.uk

Alternatively, you may register a password with your Electricity Supplier and they will pass on that password for us to use.

As an organisation involved in the provision of electricity we do have Rights of Entry under the Rights of Entry (Gas and Electricity Boards) Act 1954. Stark 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.

6. Non-Urgent Safety and Security of Supply Enquiry Service

We operate an enquiry service that can be used by anyone to make reports, receive advice or offer information about any non-urgent matter or incident that could:

- affect the security, availability or quality of our networks; or,
- in connection with the operation of our networks, cause danger or require urgent attention

To make use of this service, please use the following contact details:

- Our office telephone (Mon-Fri, 08.45am - 5.00pm): 01372 360607
- Or by post to: Stark Infra, 10-12 Massetts Road, Horley, Surrey, RH6 7DE

Customers who are deaf or have difficulty hearing

If you are deaf or have difficulty hearing, you may write or email us using the contact details below.

Your correspondence will then be given a priority.

Post: Stark Infra, 10-12 Massetts Road, Horley, Surrey, RH6 7DE

email: networks@stark.co.uk

Translation Advice

If English is not your first language you may write or email STRK using the contact details outlined above and we will provide the necessary assistance or advice that you request to ensure your understanding of any Stark correspondence or statements. Your correspondence will then be given a priority.

7. Complaints and Customer Satisfaction

Handling complaints from customers in a sensitive way that seeks to resolve matters at the earliest opportunity.

If you are dissatisfied with STRK for any reason, please feel free to contact us on 01372 360607 during the hours of 8.45am to 5pm or write to:

Post: Stark Infra, Sentinel House, 10-12 Massetts Road, Horley, Surrey, RH6 7DE

or email: networks@stark.co.uk

Stark will respond to all forms of contact within 10 working days. Should we fail to respond within this deadline, we will provide you with a compensation payment in accordance with Ofgem's Guaranteed Standards.

8. Ofgem's Guaranteed Standards

Meeting the Guaranteed Standards of Service as agreed with Energywatch and Ofgem. Stark will 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.

Regulation	Description	Prescribed period	Prescribed sum (domestic customer)	Prescribed sum (non-domestic customer)
5(2)(a)	Supply failure – normal conditions	12 hours	£75	£150
5(2)(b)	as above - each 12 hours thereafter		£35	£35
6(2)(a)	Supply failure – more than 5000 customers	24 hours	£75	£150
6(2)(b)	As above – each 12 hours thereafter		£35	£35
7(4)(a)	Supply failure – Cat 1 severe weather	24 hours	£70	£70
7(4)(b)	as above - each 12 hours thereafter		£70	£70
7(5)(a)	Supply failure – Cat 2 severe weather	48 hours	£70	£70
7(5)(b)	as above - each 12 hours thereafter		£70	£70
7(6)(a)	Supply failure – Cat 3 severe weather	(Calculated by formula for each distributor)	£70	£70
7(6)(b)	As above – each 12 hours thereafter		£70	£70
8(2)	Supply failure – rota disconnection	24 hours	£75	£150
11(4)	Multiple interruptions		£75	£75
12(3)	Distributors fuse failure	3 hours - working day	£30	£30
12(3)	Distributors fuse failure	4 hours - any other day	£30	£30
14(4)	Failure to notify shutdown to customer	2 days	£30	£60
14(5)	Failure to notify shutdown to other distributor	5 days	£30	£60
14(6)	Failure to notify customer of upstream shutdown	2 days	£30	£60
15(2)	Voltage outside limits	7 working days	£30	£30
15(4)(a)	As above, failure to visit		£30	£30
15(4)(b)	Voltage outside limits, failure to explain	5 working days	£30	£30
19(2)	Failure to offer an appointment		£30	£30
19(3)	Failure to keep an appointment		£30	£30
21(4)	Failure to make a customer payment or to other distributor for onward transmission to customer	10 working days	£30	£30
21(5)	Failure to make a customer payment or to or the electricity supplier for onward transmission to customer	10 working days	£30	£30

Payments, as detailed above, are governed by The Electricity (Standards of Performance) Regulations 2015 and we will be happy to provide you with a copy of the Statutory Instrument upon request.

Escalating your complaint

If you are not happy with your initial response or any decision made by Stark in resolving your complaint, you can, at any time, escalate the matter further by:

Firstly, contact Stark explaining why you remain dissatisfied and we will escalate the complaint to Director level. Our Director's 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 Stark's 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:

- Call an adviser for help or advice: 0345 404 0506
- Typetalk is available by dialling 18001 followed by the full CACS number
- Visit their website at <http://www.adviceguide.org.uk>
- Write to them at:

Citizens Advice Consumer Service
Post Point 24 Town Hall
Walliscote Grove Road
Weston super Mare BS23 1UJ