



STRK Customer Code of Practice 2025

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Table of contents

1	Purpose, scope, and users.....	2
2	Escalating your complaint	6
3	Validity and document management.....	8

1 Purpose, scope, and users

A. 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 service 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.

B. 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 **080009961002** immediately. For advice on what to do in the event of a power cut, see Section 3 of this document.

C. 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 works, 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 with 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 specific 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.

D. The Stark infra Priority Service Register

We are aware that some of our customers have specific 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 advance on how to best prepare for an expected shutdown and manage in an unexpected shutdown.

To register with us please telephone 03330030845 during the hours of 8.45am to 5pm or write to:

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

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 strict 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 to you, please ask us about other arrangements you may be able to use if your electricity supply goes off unexpectedly.

E. 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 identify 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: 03330030845.

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 on appointment, we will do our very best to keep it- unless we agree on alternative date with you.

Passwords – Providing you with additional security

If you are blind, have poor sight or would 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: Start 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. Our entry will be in strict compliance with the terms of the Act.

F. 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, 0845am -5.00pm): 03330030845
- Or by post to: Stark Infra, 10-12 Massetts Road, Horle, Surrey, RH6 7DE

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.

G. Complain 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 03330030845 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.

H. Ofgem's Guaranteed Standards

Meeting the Guaranteed Standards of Service as agreed with 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.

Tables of Standards For regulatory year 2025/2026					
			01/04/2025-31/03/2026		
Regulation	EGS	Prescribed Period	Prescribed Sum (Domestic)	Prescribed Sum (Non Domestic)	Prescribed Cap (Domestic)
5(2)(a)	EGS2 Supply failure -normal conditions	12 hours	£ 95	£ 190	
5(2)(b)	EGS2 As above -each 12 hours thereafter	12 hours	£ 45	£ 45	
6(2)(a)	EGS2B Supply failure - more than 5000 custoers	24 hours	£ 95	£ 190	
6(2)(b)	EGS2B As above -each 12 hours thereafter	12 hours	£ 45	£ 45	£ 390
7(4)(a)	EGS11A Supply failure -Cat1 severe weather	24 hours	£ 85	£ 85	
7(4)(b)	EGS11A As above -each 12 hours thereafter	6 hours	£ 45	£ 45	£ 2,165
7(5)(a)	EGS11B Supply failure -Cat2 severe weather	48 hours	£ 85	£ 85	
7(5)(b)	EGS11B As above -each 12 hours thereafter	6 hours	£ 45	£ 45	£ 2,165
8(2)	EGS2C Supply failure - rota disconnection	24 hours	£ 95	£ 190	
10(4)	EGS2A Supply Restoration Multiple Interruptions	a relevant year	£ 95	£ 95	
11(3)	EGS1 Responding to operation of distributor's fuse	3 hours on a working day, 4 hours on any other day	£ 40	£ 40	
12(4)	EGS4 Notice of planned interruption to supply	2 days	£ 40	£ 75	
12(5)	EGS4 Exemption from notification	5 days	£ 40	£ 75	
12(6)	EGS4 Neither confirm nor deny provision	2 days	£ 40	£ 75	
13(2)	EGS5 Investigation of voltage complaints	7 working days	£ 40	£ 40	
13(4)(a)	EGS5 Fail to arrange a visit	not applicable	£ 40	£ 40	
13(4)(b)	EGS5 Fail to provide a written explanation	5 days	£ 40	£ 40	
17(3)(b)	EGS8 Failed to make an appointment	not applicable	£ 40	£ 40	
17(4)(b)	EGS8 Failed to keep an appointment	not applicable	£ 40	£ 40	
19(4)	EGS9 Notification of a single payments owed under the guaranteed standards	10 working days	£ 40	£ 40	
19(5)	EGS9 As above but without determine the beneficial entitlement	10 working days	£ 40	£ 40	

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.

2 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 the Director level. Our Director monitors our complain 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 that 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: 03454040506 or 0808 223 1133
- Typetalk is available by dialling 18001 then 0808 223 1133
- Visit their website at [Citizens Advice](#)
- Write to them at:
Citizens Advice consumer service;
Post Point 24; Town Hall;
Walliscote Grove Road;
Weston super Mare;
North Somerset;
BS23 1UJ.

3 Validity and document management

This document is valid as of 01/04/25.

The owner of this document is [Head of Policy and Regulation SSIL](#) and [Head of Asset SEL](#), who must check and, if necessary, update the document at least annually.