



Utilities Act 2000

2000 CHAPTER 27

PART III U.K.

FUNCTIONS OF THE COUNCIL

^{F1}17 Preliminary. E+W+S

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Textual Amendments

^{F1} S. 17 repealed (1.10.2008) by [Consumers, Estate Agents and Redress Act 2007 \(c. 17\)](#), s. 66(2), [Sch. 8](#); [S.I. 2008/2550](#), art. 2, [Sch.](#)

18 Acquisition and review of information. E+W+S

^{F2}(1)

^{F2}(2)

^{F2}(3)

^{F2}(4)

(5) After section 41H of the 1986 Act (which is inserted by section 88 below) there is inserted—

“41I Service by Authority of certain notices on Council.

Where the Authority is required by any provision of this Part to publish a notice or any other document, the Authority shall send a copy of the document to the Council.”

Changes to legislation: Utilities Act 2000, Part III is up to date with all changes known to be in force on or before 08 September 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes

(6) Before section 57 of the 1989 Act (restriction on disclosure of information) there is inserted—

“56G Service by Authority of certain notices on Council.

Where the Authority is required by any provision of this Part to publish a notice or any other document, the Authority shall send a copy of the document to the Council.”

^{F2}(7)

Textual Amendments

F2 S. 18(1)-(4), (7) repealed (1.10.2008) by [Consumers, Estate Agents and Redress Act 2007 \(c. 17\)](#), s. 66(2), [Sch. 8](#); [S.I. 2008/2550](#), art. 2, Sch.

Commencement Information

II S. 18 wholly in force at 20.12.2000; s. 18 not in force at Royal Assent see s. 110(2); s. 18(1)(2)(3)(4) (7) in force at 7.11.2000 by [S.I. 2000/2974](#), art. 2, [Sch.](#)(subject to transitional provisions in arts. 3-12); s. 18(5)(6) in force at 20.12.2000 by [S.I. 2000/3343](#), art. 2, [Sch.](#)(subject to transitional provisions in arts. 3-15)

^{F3}**19** **Provision of advice and information to public authorities and other persons.** **E**
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Textual Amendments

F3 S. 19 repealed (1.10.2008) by [Consumers, Estate Agents and Redress Act 2007 \(c. 17\)](#), s. 66(2), [Sch. 8](#); [S.I. 2008/2550](#), art. 2, Sch.

20 **Provision of information to consumers.** **E+W+S**

^{F4}(1)

^{F4}(2)

^{F4}(3)

^{F4}(4)

(5) After section 33D of the 1986 Act there is inserted—

“33DA Publication of statistical information about standards of performance.

(1) It shall be the duty of the Council to publish, in such form and manner and with such frequency as it thinks appropriate, such statistical information as it considers appropriate in relation to—

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- (a) the levels of performance achieved by gas suppliers and gas transporters in respect of—
 - (i) standards of performance prescribed or determined under sections 33A, 33AA, 33B and 33BA; and
 - (ii) energy efficiency obligations imposed by order under section 33BC; and
 - (b) complaints made by consumers about any matter relating to the activities of such suppliers or transporters and the handling of such complaints.
- (2) In subsection (1)(b) “complaints” includes complaints made directly to gas suppliers and gas transporters (or anyone carrying on activities on their behalf) and complaints to the Authority or the Council.”
- (6) After section 42A of the 1989 Act there is inserted—

“42AA Publication of statistical information about standards of performance.

- (1) It shall be the duty of the Council to publish, in such form and manner and with such frequency as it thinks appropriate, such statistical information as it considers appropriate relating to—
- (a) the levels of performance achieved by electricity suppliers and electricity distributors in respect of—
 - (i) standards of performance prescribed or determined under sections 39, 39A, 40 and 40A; and
 - (ii) energy efficiency obligations imposed by order under section 41A; and
 - (b) complaints made by consumers about any matter relating to the activities of such suppliers or distributors and the handling of such complaints.
- (2) In subsection (1)(b) “complaints” includes complaints made directly to electricity suppliers and electricity distributors (or anyone carrying on activities on their behalf) and complaints to the Authority or the Council.”
- (7) In consequence of this section, section 33C(4) and (5) of the 1986 Act and section 42(4) and (5) of the 1989 Act shall cease to have effect.

Textual Amendments

- F4** S. 20(1)-(4) repealed (1.10.2008) by [Consumers, Estate Agents and Redress Act 2007 \(c. 17\), s. 66\(2\), Sch. 8; S.I. 2008/2550, art. 2, Sch.](#)
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Commencement Information

- I2** S. 20 wholly in force at 1.10.2001; s. 20 not in force at Royal Assent see s. 110(2); s. 20(1)(2)(3)(4) in force at 7.11.2000 by [S.I. 2000/2974, art. 2, Sch.](#)(subject to transitional provisions in arts. 3-12); s. 20(5)(6) in force at 7.11.2000 for certain purposes by [S.I. 2000/2974, art. 2, Sch.](#) (subject to transitional provisions in [arts. 3-12](#)); s. 20(5)(6) in force for all remaining purposes at 1.10.2001 by [S.I. 2001/3266, art. 2, Sch.](#) (subject to transitional provisions in [arts. 3-20](#))

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F521 Power to publish advice and information about consumer matters. E+W+S

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Textual Amendments

F5 Ss. 21-27 repealed (1.10.2008) by [Consumers, Estate Agents and Redress Act 2007 \(c. 17\), s. 66\(2\), Sch. 8; S.I. 2008/2550, art. 2, Sch.](#)

F522 Complaints. E+W+S

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Textual Amendments

F5 Ss. 21-27 repealed (1.10.2008) by [Consumers, Estate Agents and Redress Act 2007 \(c. 17\), s. 66\(2\), Sch. 8; S.I. 2008/2550, art. 2, Sch.](#)

F523 Investigations. E+W+S

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Textual Amendments

F5 Ss. 21-27 repealed (1.10.2008) by [Consumers, Estate Agents and Redress Act 2007 \(c. 17\), s. 66\(2\), Sch. 8; S.I. 2008/2550, art. 2, Sch.](#)

F524 Provision of information to Council. E+W+S

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Textual Amendments

F5 Ss. 21-27 repealed (1.10.2008) by [Consumers, Estate Agents and Redress Act 2007 \(c. 17\), s. 66\(2\), Sch. 8; S.I. 2008/2550, art. 2, Sch.](#)

F525 Publication of notice of reasons. E+W+S

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Textual Amendments

F5 Ss. 21-27 repealed (1.10.2008) by [Consumers, Estate Agents and Redress Act 2007 \(c. 17\), s. 66\(2\), Sch. 8; S.I. 2008/2550, art. 2, Sch.](#)

F526 Provision of information by Council to Authority. E+W+S

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Textual Amendments

F5 Ss. 21-27 repealed (1.10.2008) by [Consumers, Estate Agents and Redress Act 2007 \(c. 17\), s. 66\(2\), Sch. 8](#); S.I. 2008/2550, art. 2, Sch.

^{F5}27 Sections 24 to 26: supplementary. E+W+S

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Textual Amendments

F5 Ss. 21-27 repealed (1.10.2008) by [Consumers, Estate Agents and Redress Act 2007 \(c. 17\), s. 66\(2\), Sch. 8](#); S.I. 2008/2550, art. 2, Sch.

Changes to legislation:

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[View outstanding changes](#)

Changes and effects yet to be applied to the whole Act associated Parts and Chapters:

Whole provisions yet to be inserted into this Act (including any effects on those provisions):

- s. 5(2)(a)(iii) and word inserted by [S.I. 2024/706 reg. 5\(2\)\(b\)](#)
- s. 5(3A) inserted by [2023 c. 52 s. 197\(2\)](#)
- s. 5A(2)(ca)-(cc) inserted by [S.I. 2024/706 reg. 5\(3\)\(b\)](#)
- s. 33(1)(f) word omitted by [2018 c. 14 s. 6\(10\)\(a\)](#) (This amendment not applied to [legislation.gov.uk](#). The word "or" is already omitted present (19.7.2018) by virtue of [2018 c. 21, ss. 11\(2\), 13\(2\)](#))
- s. 105(3)(ae)(af) inserted by [S.I. 2024/706 reg. 5\(6\)\(b\)](#)
- s. 105(6)(z2) inserted by [2024 c. 13 Sch. 30 para. 26\(b\)](#)