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STATUTORY RULES OF NORTHERN IRELAND

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**2014 No. 60**

**GAS**

The Gas (Individual Standards of Performance)  
Regulations (Northern Ireland) 2014

*Made - - - - 3rd March 2014*

*Coming into operation 1st April 2014*

THE GAS (INDIVIDUAL STANDARDS OF PERFORMANCE)  
REGULATIONS (NORTHERN IRELAND) 2014

PART I

1. Citation and commencement
2. Interpretation

PART II

3. Meter disputes
  4. Meter mix-ups
  5. Pre-payment meters
  6. Appointments
  7. Supply restoration
  8. Reinstatement of customer's premises
  9. Connections
  10. Notice of planned interruption
  11. Responding to complaints
  12. Charges and payments
  13. Disputes
  14. Payments
  15. Exemptions
  16. Timing of notification
  17. Notice of rights
- Signature

*Status: This is the original version (as it was originally made). This item of legislation is currently only available in its original format.*

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SCHEDULE

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PART 1 — Prescribed periods and prescribed sums applicable to all gas suppliers and gas conveyors

PART II — Working Hours

SCHEDULE Standards of Performance – Practice and Procedures for

2 Determinations

1. Determination of disputes

2. Timetable for the determination of individual disputes

3. Procedure for the determination of individual disputes

4. Determination of multiple disputes

5. Timetable for determination of multiple disputes

6. Procedure for the determination of multiple disputes

7. Written statements

8. Production of documents and other evidence

9. Oral hearings

10. Customer representatives for multiple disputes

11. Collection of information in multiple disputes

12. Payments to customers

13. Set-off

14. Costs

Explanatory Note