
STATUTORY RULES OF NORTHERN IRELAND

2014 No. 60

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

PART II

Gas supplier's and gas conveyor's individual standards of performance

Charges and payments

- 12.**—(1) This regulation applies where a customer informs the gas supplier—
- (a) that the customer requests a change in the methods by which he makes payment to the gas supplier in respect of the supply; or
 - (b) of a query as to—
 - (i) the correctness of an account relating to the supply presented to the customer by the supplier; or
 - (ii) whether, in relation to the matter or matters described by the customer, any payment ought to be made to the customer and the matter is one to which these Regulations apply or ought to apply.
- (2) Where this regulation applies the supplier shall, except in any circumstances described in paragraph (3), pay to the customer the prescribed sum if the supplier fails—
- (a) in the case of a request under paragraph (1)(a) and where the supplier does not expect to be able to approve the request, to dispatch a substantive reply to the customer within the prescribed period from the date of receipt of the information;
 - (b) in the case of a query under paragraph (1)(b), to dispatch a substantive reply to the customer within the prescribed period from the date of receipt of the information; or
 - (c) in the case of a query under sub-paragraph (1)(b)(i) in relation to which the supplier's reply states that the customer is entitled to a payment from the supplier to make payment by cash, cheque, bank transfer or postal order to the customer of the amount due within the prescribed period from the date of dispatch of the supplier's reply.
- (3) The circumstances described in this paragraph are—
- (a) each of the circumstances described in regulation 15; and
 - (b) in the case of a query under paragraph (1)(b)(ii) that the supplier has previously dispatched a notice under regulation 14(4).