



Gas Act 1986

1986 CHAPTER 44

PART I

GAS SUPPLY

^{F1}[Standards of performance]

Textual Amendments

- F1** Cross heading, ss. 33A and 33B inserted (1.7.1992) by [Competition and Service \(Utilities\) Act 1992](#) (c. 43), **s. 11**; Commencement Order No. 1 made on 29.5.1992, art. 3, Sch. Pt.I.

^{F2}**33A Standards of performance in individual cases.**

[The Authority may make regulations prescribing such standards of performance in ^{F3}(1) connection with the activities of gas suppliers, so far as affecting customers or potential customers of theirs, as in the Authority's opinion ought to be achieved in individual cases.

(2) Regulations under this section may only be made with the consent of the Secretary of State.]]

(3) Regulations under this section may—

- (a) prescribe circumstances in which [^{F4}gas suppliers] are to inform [^{F5}customers or potential customers] of their rights under this section [^{F6}or the rights under section 33AA];
- (b) prescribe such standards of performance in relation to any duty arising under paragraph (a) above as, in the Director's opinion, ought to be achieved in all cases;
- (c) prescribe circumstances in which [^{F4}gas suppliers] are to be exempted from any requirements of the regulations or this section; and

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- (d) [^{F7}if the Director is of the opinion that the differences are such that no gas supplier would be unduly disadvantaged in competing with other gas suppliers,] make different provision with respect to different [^{F4}gas suppliers].
- (4) If a [^{F8}gas supplier] fails to meet a prescribed standard, he shall make to any [^{F9}customer or potential customer] who is affected by the failure [^{F10}and is of a prescribed description] such compensation as may be determined by or under the regulations.
- (5) The making of compensation under this section in respect of any failure to meet a prescribed standard shall not prejudice any other remedy which may be available in respect of the act or omission which constituted that failure.
- ^{F11}(6)
- ^{F11}(7)
- ^{F11}(8)
- ^{F11}(9)
- ^{F12}(10)
- ^{F12}(11)

Textual Amendments

- F2** Cross heading, ss. 33A and 33B inserted (1.7.1992) by [Competition and Service \(Utilities\) Act 1992 \(c. 43\)](#), [s. 11](#); Commencement Order No. 1 made on 29.5.1992, art. 3, Sch. Pt. I.
- F3** S. 33A(1)(2) substituted (16.5.2001 for certain purposes and otherwise 1.10.2001) by [2000 c. 27, s. 108](#), [Sch. 6 Pt. I para. 13\(a\)](#); S.I. 2001/1781, art. 2, [Sch.](#) (subject to transitional provisions in arts. 3-10); S.I. 2001/3266, arts. 1(2), 2, [Sch.](#) (subject to transitional provisions in arts. 3-20)
- F4** Words in s. 33A(3) substituted (1.3.1996) by [1995 c. 45, s. 10\(1\)](#), [Sch. 3 para. 34\(3\)\(a\)](#); S.I. 1996/218, [art. 2](#)
- F5** Words in s. 33A(3)(s) substituted (16.5.2001 for certain purposes and otherwise 1.10.2001) by [2000 c. 27, s. 108](#), [Sch. 6 Pt. I para. 13\(b\)](#); S.I. 2001/1781, art. 2, [Sch.](#) (subject to transitional provisions in arts. 3-10); S.I. 2001/3266, arts. 1(2), 2, [Sch.](#) (subject to transitional provisions in arts. 3-20)
- F6** Words in s. 33A(3)(a) inserted (1.10.2001) by [2000 c. 27, s. 90\(1\)\(a\)](#); S.I. 2001/3266, arts. 1(2), 2, [Sch.](#) (subject to transitional provisions in arts. 3-20)
- F7** Words in s. 33A(3)(d) substituted (1.3.1996) by [1995 c. 45, s. 10\(1\)](#), [Sch. 3 para. 34\(3\)\(c\)](#); S.I. 1996/218, [art. 2](#)
- F8** Words in s. 33A(4) substituted (1.3.1996) by [1995 c. 45, s. 10\(1\)](#), [Sch. 3 para. 34\(4\)\(a\)](#); S.I. 1996/218, [art. 2](#)
- F9** Words in s. 33A(4) substituted (16.5.2001 for certain purposes and otherwise 1.10.2001) by [2000 c. 27, s. 108](#), [Sch. 6 Pt. I para. 13\(c\)](#); S.I. 2001/1781, art. 2, [Sch.](#) (subject to transitional provisions in arts. 3-10); S.I. 2001/3266, arts. 1(2), 2, [Sch.](#) (subject to transitional provisions in art. 3-20)
- F10** Words in s. 33A(4) inserted (16.5.2001 for certain purposes and otherwise 1.10.2001) by [2000 c. 27, s. 108](#), [Sch. 6 Pt. I para. 13\(c\)](#); S.I. 2001/1781, art. 2, [Sch.](#) (subject to transitional provisions in arts. 3-10); S.I. 2001/3266, arts. 1(2), 2, [Sch.](#) (subject to transitional provisions in arts. 3-20)
- F11** S. 33A(6)-(9) repealed (1.10.2001) by [2000 c. 27, ss. 90\(1\)\(b\), 108](#), [Sch. 8](#); S.I. 2001/3266, arts. 1(2), 2, [Sch.](#) (subject to transitional provisions in arts. 3-20)
- F12** S. 33A(10)(11) repealed (1.3.1996) by [1995 c. 45, ss. 10\(1\), 17\(5\)](#), [Sch. 3 para. 34\(5\)](#), [Sch. 6](#); S.I. 1996/218, [art. 2](#)

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^{F13}**[33AA Standards of performance in individual cases: gas transporters.**

- (1) The Authority may make regulations prescribing such standards of performance in connection with the activities of gas transporters, so far as affecting customers or potential customers of gas suppliers, as in the Authority's opinion ought to be achieved in individual cases.
- (2) Regulations under this section may only be made with the consent of the Secretary of State.
- (3) If a gas transporter fails to meet a prescribed standard, he shall make to any customer or potential customer of a gas supplier who is affected by the failure and is of a prescribed description such compensation as may be determined by or under the regulations.
- (4) The regulations may—
 - (a) prescribe circumstances in which gas transporters are to inform customers or potential customers of gas suppliers of their rights under this section;
 - (b) prescribe such standards of performance in relation to any duty arising under paragraph (a) as, in the Authority's opinion, ought to be achieved in all cases;
 - (c) make provision as to the manner in which compensation under this section is to be made;
 - (d) prescribe circumstances in which gas transporters are to be exempted from any requirements of the regulations or this section; and
 - (e) if the Authority is of the opinion that the differences are such that no gas transporter would be unduly disadvantaged in competing with other gas transporters, make different provision with respect to different gas transporters.
- (5) Provision made under subsection (4)(c) may—
 - (a) require or permit compensation to be made on behalf of gas transporters by gas suppliers to customers or potential customers;
 - (b) require gas suppliers to provide services to gas transporters in connection with the making of compensation under this section.
- (6) The making of compensation under this section in respect of any failure to meet a prescribed standard shall not prejudice any other remedy which may be available in respect of the act or omission which constituted that failure.]

Textual Amendments

F13 S. 33AA inserted (16.5.2001 for certain purposes and otherwise 1.10.2001) by 2000 c. 27, s. 90(2); S.I. 2001/1781, art. 2, Sch. (subject to transitional provisions in arts. 3-10); S.I. 2001/3266, arts. 1(2), 2, Sch. (subject to transitional provisions in arts. 3-20)

^{F14}**[33AB Standards of performance in individual cases: disputes.**

- (1) Any dispute arising under section 33A or 33AA or regulations made under either of those sections—
 - (a) may be referred to the Authority by either party or, with the agreement of either party, by the Council; and
 - (b) on such a reference, shall be determined by order made by the Authority or, if it thinks fit, by such person (other than the Council) as may be prescribed.

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- (2) A person making an order under subsection (1) shall include in the order his reasons for reaching his decision with respect to the dispute.
- (3) The practice and procedure to be followed in connection with any such determination shall be such as may be prescribed.
- (4) An order under subsection (1) shall be final and shall be enforceable—
 - (a) in England and Wales, as if it were a judgment of a county court; and
 - (b) in Scotland, as if it were an extract registered decree arbitral bearing a warrant for execution issued by the sheriff.
- (5) In this section “prescribed” means prescribed by regulations made by the Authority with the consent of the Secretary of State.]

Textual Amendments

F14 S. 33AB inserted (16.5.2001 for certain purposes and otherwise 1.10.2001) by 2000 c. 27, s. 90(2); S.I. 2001/1781, art. 2, Sch. (subject to transitional provisions in arts. 3-10); S.I. 2001/3266, arts. 1(2), 2, Sch. (subject to transitional provisions in arts. 3-20)

^{F15}**[33B Overall standards of performance.**

- (1) The Director may from time to time—
 - (a) determine such standards of overall performance in connection with the provision of gas supply services by [^{F16}gas suppliers] as, in his opinion, ought to be achieved by them; and
 - (b) arrange for the publication, in such form and in such manner as he considers appropriate, of the standards so determined.

^{F17}(2)

^{F18}(3) Different standards may be determined for different gas suppliers if the Director is of the opinion that the differences are such that no gas supplier would be unduly disadvantaged in competing with other gas suppliers.

(3A) Standards may be determined either as respects the provision of gas supply services generally or as respects the provision of such services to customers of a particular class or description.]

(4) It shall be the duty of every [^{F19}gas supplier] to conduct his business in such a way as can reasonably be expected to lead to his achieving the standards set under this section.

Textual Amendments

F15 Cross heading, ss. 33A and 33B inserted (1.7.1992) by Competition and Service (Utilities) Act 1992 (c. 43), s. 11; Commencement Order No. 1 made on 29.5.1992, art. 3, Sch. Pt. I.

F16 Words in s. 33B(1) substituted (1.3.1996) by 1995 c. 45, s. 10(1), Sch. 3 para. 35(1); S.I. 1996/218, art. 2

F17 S. 33B(2) repealed (1.10.2001) by 2000 c. 27, s. 108, Sch. 8; S.I. 2001/3266, arts. 1(2), 2, Sch. (subject to transitional provisions in arts. 3-20)

F18 S. 33B(3)(3A) substituted for s. 33B(3) (1.3.1996) by 1995 c. 45, s. 10(1), Sch. 3 para. 35(3); S.I. 1996/218, art. 2

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F19 Words in s. 33B(4) substituted (1.3.1996) by 1995 c. 45, s. 10(1), **Sch. 3 para. 35(4)**; S.I. 1996/218, **art. 2**

F20 **[33BA Overall standards of performance: gas transporters.**

- (1) The Authority may from time to time—
 - (a) determine such standards of overall performance in connection with the activities of gas transporters as, in its opinion, ought to be achieved by them; and
 - (b) arrange for the publication, in such form and in such manner as he considers appropriate, of the standards so determined.
- (2) Different standards may be determined for different gas transporters if the Authority is of the opinion that the differences are such that no gas transporter would be unduly disadvantaged in competing with other gas transporters.
- (3) It shall be the duty of every gas transporter to conduct his business in such a way as can reasonably be expected to lead to his achieving the standards set under this section.]

Textual Amendments

F20 S. 33BA inserted (16.5.2001 for certain purposes and otherwise 1.10.2001) by 2000 c. 27, s. 91; S.I. 2001/1781, **art. 2**, **Sch.** (subject to transitional provisions in **arts. 3-10**); S.I. 2001/3266, **arts. 1(2), 2**, **Sch.** (subject to transitional provisions in **arts. 3-20**)

F21 **[33BA Procedures for prescribing or determining standards of performance.**

- (1) Before prescribing standards of performance in regulations under section 33A or 33AA, or determining standards of performance under section 33B or 33BA, the Authority shall—
 - (a) arrange for such research as the Authority considers appropriate with a view to discovering the views of a representative sample of persons likely to be affected and consider the results;
 - (b) publish a notice of its proposals in accordance with subsections (2) and (3) and consider any representations which are duly made in respect of those proposals; and
 - (c) consult the Council and other persons or bodies mentioned in subsection (4).
- (2) The notice required by subsection (1)(b) is a notice—
 - (a) stating that the Authority proposes to prescribe or determine standards of performance and setting out the standards of performance proposed;
 - (b) stating the reasons why it proposes to prescribe or determine those standards of performance; and
 - (c) specifying the time (not being less than 28 days from the date of publication of the notice) within which representations with respect to the proposals may be made.
- (3) A notice required by subsection (1)(b) shall be published in such manner as the Authority considers appropriate for the purpose of bringing it to the attention of those likely to be affected by the proposals.

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- (4) The persons or bodies to be consulted by the Authority under subsection (1)(c) are—
- (a) gas suppliers (in the case of standards of performance under section 33A or 33B) or gas transporters and gas suppliers (in the case of standards of performance under section 33AA or 33BA); and
 - (b) persons or bodies appearing to the Authority to be representative of persons likely to be affected by the regulations or determination.
- (5) The Authority shall make arrangements for securing that notices under subsection (1)(b), regulations under section 33A or 33AA and determinations under section 33B or 33BA are made available to the public by whatever means it considers appropriate.]

Textual Amendments

F21 S. 33BAA inserted (16.5.2001 for certain purposes and otherwise 1.10.2001) by 2000 c. 27, s. 92; S.I. 2001/1781, art. 2, Sch. (subject to transitional provisions in arts. 3-10)); S.I. 2001/3266, arts. 1(2), 2, Sch. (subject to transitional provisions in arts. 3-20)

[^{F22}33BC]^{F23}Promotion of reductions in carbon emissions: gas transporters and gas suppliers]

- (1) The Secretary of State may by order impose—
- (a) on each gas transporter (or each gas transporter of a specified description); and
 - (b) on each gas supplier (or each gas supplier of a specified description),
- an obligation to achieve, within a specified period and in accordance with the order, the [^{F24}carbon emissions reduction target] to be determined by the Authority under the order for that transporter or supplier (and that obligation is referred to in this section as [^{F25}a “carbon emissions reduction obligation”]).

[The power to make orders under this section may be exercised so as to impose more
^{F26}(1A) than one carbon emissions reduction obligation on a person in relation to the same period or to periods that overlap to any extent.]

- [^{F27}(2) In this section “carbon emissions reduction target” means a target for the promotion of any of the following—
- (a) measures for improving energy efficiency, that is to say, efficiency in the use by consumers of electricity, gas conveyed through pipes or any other source of energy which is specified in the order;
 - (b) if the order so provides—
 - (i) measures for increasing the amount of electricity generated, or heat produced, by microgeneration;
 - (ii) any other measures of a description specified in the order for increasing the amount of electricity generated, or heat produced, using low-emissions sources or technologies;
 - (iii) measures for reducing the consumption of such energy as is mentioned in paragraph (a).]
- (3) An order under this section may specify criteria by reference to which the Authority is to determine [^{F28}carbon emissions reduction targets] for the gas transporters and gas suppliers on whom obligations are imposed by the order.

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- (4) The Secretary of State and the Authority shall carry out their respective functions under this section in the manner he or it considers is best calculated to ensure that no gas transporter is unduly disadvantaged in competing with other gas transporters and no gas supplier is unduly disadvantaged in competing with other gas suppliers.
- (5) The order may make provision generally in relation to the [F²⁹carbon emissions reduction obligations] which it imposes, including in particular provision—
- (a) as to the treatment of persons who become gas transporters or gas suppliers after the beginning of the period to which the order relates;
 - (b) as to the action which qualifies for the purpose of meeting the whole or any part of [F³⁰a carbon emissions reduction target];
 - [F³¹(ba) requiring the whole or any part of a carbon emissions reductions target to be met by action relating to—
 - (i) persons of a specified description,
 - (ii) specified areas or areas of a specified description, or
 - (iii) persons of a specified description in specified areas or areas of a specified description;]
 - (c) as to the method by which improvements in energy efficiency[F³², increases in the amount of electricity generated, or heat produced, by microgeneration or otherwise using low-emissions sources or technologies or reductions in energy consumption] attributable to any qualifying action are to be assessed;
 - (d) requiring transporters and suppliers to give to the Authority specified information, or information of a specified nature, about their proposals for complying with their [F³³carbon emissions reduction obligations];
 - (e) requiring the Authority to determine—
 - (i) whether any proposed action qualifies for the purpose of achieving the whole or any part of a person’s [F³⁴carbon emissions reduction target]; and
 - (ii) if so, what improvement in energy efficiency[F³⁵, increase in the amount of electricity generated, or heat produced, by microgeneration or otherwise using low-emissions sources or technologies or reduction in energy consumption] is to be attributed for that purpose to the proposed action or to any result of that action specified in the determination; and
 - (f) requiring transporters or suppliers to produce to the Authority evidence of a specified kind demonstrating that they have complied with their [F³⁶carbon emissions reduction obligations].
- (6) The order may make provision authorising the Authority to require a transporter or supplier to provide it with specified information, or information of a specified nature, relating to—
- (a) his proposals for complying with his [F³⁷carbon emissions reduction obligation]; or
 - (b) the question whether he has complied with that obligation.
- (7) The order may make provision as to circumstances in which—
- (a) a person’s [F³⁸carbon emissions reduction target] may be altered during the period to which the order relates;

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- (b) the whole or any part of a person’s [^{F38}carbon emissions reduction target] may be treated as having been achieved by action taken otherwise than by or on behalf of that person;
 - (c) any action taken before the period to which the order relates may be treated as qualifying action taken during that period;
 - (d) the whole or any part of a person’s [^{F39}carbon emissions reduction target] may be transferred to another gas transporter or gas supplier or to an electricity distributor or electricity supplier (within the meaning of Part I of the ^{M1}Electricity Act 1989); or
 - (e) a person may carry forward the whole or any part of his [^{F39}carbon emissions reduction target] for the period to which the order relates to a subsequent period.
- (8) The order may—
- (a) provide for exceptions from any requirement of the order;
 - (b) provide that any specified requirement contained in it is to be treated as a relevant requirement for the purposes of this Part;
 - (c) make supplementary, incidental and transitional provision; and
 - (d) subject to subsection (4), make different provision for different cases (including different provision in relation to different transporters or suppliers).
- (9) The order may include provision for treating the promotion of the supply to premises of—
- (a) electricity generated by a generating station which is operated for the purposes of producing heat, or a cooling effect, in association with electricity;
 - (b) heat produced in association with electricity or steam produced from (or air or water heated by) such heat; or
 - (c) any gas or liquid subjected to a cooling effect produced in association with electricity,
- as promotion of improvements in energy efficiency.
- (10) No person shall be required by virtue of this section to provide any information which he could not be compelled to give in evidence in civil proceedings in the High Court or, in Scotland, the Court of Session.
- [An order under this section shall not include provision made by virtue of subsection (2)
- ^{F40}(10A) (b) which would be within the legislative competence of the Scottish Parliament if it were contained in an Act of that Parliament.]
- (11) Before making an order under this section the Secretary of State shall consult the Authority, the Council, gas transporters and gas suppliers and such other persons as he considers appropriate.
- (12) An order under this section shall not be made unless a draft of the instrument containing it has been laid before, and approved by a resolution of, each House of Parliament.]
- ^{F41}(13) In this section—
- “microgeneration” has the same meaning as in the Climate Change and Sustainable Energy Act 2006;
 - “plant” includes any equipment, apparatus or appliance;
 - ^{F42}“specified” means specified in the order.]

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- (14) For the purposes of subsection (2)(b)(ii), electricity is generated, or heat is produced, using low-emissions sources or technologies if it is generated, or produced, by plant which relies wholly or mainly on a source of energy or a technology mentioned in section 26(2) of the Climate Change and Sustainable Energy Act 2006.]

Textual Amendments

- F22** S. 33BC substituted (1.10.2001) for s. 33BB by 2000 c. 27, s. 99; S.I. 2001/3266, art. 2, **Sch.** (subject to transitional provisions in arts. 3-20)
- F23** S. 33BC heading substituted (28.2.2007) by Climate Change and Sustainable Energy Act 2006 (c. 19), s. 28(3), **Sch. para. 2(2)**; S.I. 2007/538, art. 2
- F24** Words in s. 33BC(1) substituted (28.2.2007) by Climate Change and Sustainable Energy Act 2006 (c. 19), **ss. 15(2)(a)**, 28(3); S.I. 2007/538, art. 2
- F25** Words in s. 33BC(1) substituted (28.2.2007) by Climate Change and Sustainable Energy Act 2006 (c. 19), **ss. 15(2)(b)**, 28(3); S.I. 2007/538, art. 2
- F26** S. 33BC(1A) inserted (26.1.2009) by Climate Change Act 2008 (c. 27), s. 100(5), **Sch. 8 para. 1(2)**
- F27** S. 33BC(2) substituted (28.2.2007) by Climate Change and Sustainable Energy Act 2006 (c. 19), **ss. 15(3)**, 28(3); S.I. 2007/538, art. 2
- F28** Words in s. 33BC(3) substituted (28.2.2007) by Climate Change and Sustainable Energy Act 2006 (c. 19), s. 28(3), **Sch. para. 2(3)**; S.I. 2007/538, art. 2
- F29** Words in s. 33BC(5) substituted (28.2.2007) by Climate Change and Sustainable Energy Act 2006 (c. 19), s. 28(3), **Sch. para. 2(4)(a)**; S.I. 2007/538, art. 2
- F30** Words in s. 33BC(5)(b) substituted (28.2.2007) by Climate Change and Sustainable Energy Act 2006 (c. 19), s. 28(3), **Sch. para. 2(4)(b)**; S.I. 2007/538, art. 2
- F31** S. 33BC(5)(ba) inserted (26.1.2009) by Climate Change Act 2008 (c. 27), s. 100(5), **Sch. 8 para. 1(3)**
- F32** Words in s. 33BC(5)(c) inserted (28.2.2007) by Climate Change and Sustainable Energy Act 2006 (c. 19), s. 28(3), **Sch. para. 2(4)(c)**; S.I. 2007/538, art. 2
- F33** Words in s. 33BC(5)(d) substituted (28.2.2007) by Climate Change and Sustainable Energy Act 2006 (c. 19), s. 28(3), **Sch. para. 2(4)(d)**; S.I. 2007/538, art. 2
- F34** Words in s. 33BC(5)(e)(i) substituted (28.2.2007) by Climate Change and Sustainable Energy Act 2006 (c. 19), s. 28(3), **Sch. para. 2(4)(e)(i)**; S.I. 2007/538, art. 2
- F35** Words in s. 33BC(5)(e)(ii) inserted (28.2.2007) by Climate Change and Sustainable Energy Act 2006 (c. 19), s. 28(3), **Sch. para. 2(4)(e)(ii)**; S.I. 2007/538, art. 2
- F36** Words in s. 33BC(5)(f) substituted (28.2.2007) by Climate Change and Sustainable Energy Act 2006 (c. 19), s. 28(3), **Sch. para. 2(4)(d)**; S.I. 2007/538, art. 2
- F37** Words in s. 33BC(6) substituted (28.2.2007) by Climate Change and Sustainable Energy Act 2006 (c. 19), s. 28(3), **Sch. para. 2(5)**; S.I. 2007/538, art. 2
- F38** Words in s. 33BC(7) substituted (28.2.2007) by Climate Change and Sustainable Energy Act 2006 (c. 19), s. 28(3), **Sch. para. 2(6)**; S.I. 2007/538, art. 2
- F39** Words in s. 33BC(7)(d)(e) substituted (28.2.2007) by Climate Change and Sustainable Energy Act 2006 (c. 19), s. 28(3), **Sch. para. 2(6)**; S.I. 2007/538, art. 2
- F40** S. 33BC(10A) inserted (28.2.2007) by Climate Change and Sustainable Energy Act 2006 (c. 19), **ss. 15(4)**, 28(3); S.I. 2007/538, art. 2
- F41** S. 33BC(13)(14) added (28.2.2007) by Climate Change and Sustainable Energy Act 2006 (c. 19), **ss. 15(5)**, 28(3); S.I. 2007/538, art. 2
- F42** Words in s. 33BC(13) inserted (26.1.2009) by Climate Change Act 2008 (c. 27), s. 100(5), **Sch. 8 para. 1(4)**

Modifications etc. (not altering text)

- C1** Definition of
“energy efficiency target”
in s. 33BC(2) modified (15.12.2001) by S.I. 2001/4011, **art. 5**

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Marginal Citations

M1 1989 c. 29.

^{F44}**[33C Information with respect to levels of performance.**

- (1) The Director shall from time to time collect information with respect to—
 - (a) the compensation made by [^{F45}gas suppliers]] under section 33A above;
 - (b) the levels of overall performance achieved by [^{F45}gas suppliers] in connection with the provision of gas supply services; ^{F46} . . .
 - ^{F46}(c)

^{F47}(1A) The Authority shall from time to time collect information with respect to—

- (a) the compensation made by gas transporters under section 33AA;
- (b) the levels of overall performance achieved by gas transporters.]

(2) At such times as the Director may direct, each [^{F48}gas supplier] shall give the following information to the Director—

- (a) as respects each standard prescribed by regulations under section 33A above, the number of cases in which compensation was made and the aggregate amount or value of that compensation; and
- (b) as respects each standard determined under [^{F49}section 33B ^{F50} . . .], such information with respect to the level of performance achieved by the supplier as [^{F51}the Authority may direct].

^{F52}(2A) At such times as the Authority may direct, each gas transporter shall give the following information to the Authority—

- (a) as respects each standard prescribed by regulations under section 33AA, the number of cases in which compensation was made and the aggregate amount or value of that compensation; and
- (b) as respects each standard determined under section 33BA, such information with respect to the level of performance achieved by the transporter as the Authority may direct.]

(3)

^{F53}(4)

^{F53}(5)

Textual Amendments

F44 S. 33C inserted (1.7.1992) by [Competition and Service \(Utilities\) Act 1992 \(c. 43\)](#), **s. 12**; Commencement Order No. 1 made on 29.5.1992, art. 3, Sch. Pt. I.

F45 Words in s. 33C(1) substituted (1.3.1996) by [1995 c. 45, s. 10\(1\)](#), **Sch. 3 para. 36(1)**; [S.I. 1996/218, art. 2](#)

F46 s. 33C(1)(c) and word “and” immediately preceding it repealed (1.10.2001) by [2000 c. 27, ss. 93\(2\), 108, Sch. 8](#); [S.I. 2001/3266, arts. 1\(2\), 2, Sch.](#) (subject to transitional provisions in [arts. 3-20](#))

F47 S. 33C(1A) inserted (1.10.2001) by [2000 c. 27, s. 93\(3\)](#); [S.I. 2001/3266, arts. 1\(2\), 2, Sch.](#) (subject to transitional provisions in [arts. 3-20](#))

Status: Point in time view as at 26/01/2009.

Changes to legislation: Gas Act 1986, Cross Heading: Standards of performance is up to date with all changes known to be in force on or before 26 July 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)

- F48** Words in s. 33C(2) substituted (1.3.1996) by 1995 c. 45, s. 10(1), **Sch. 3 para. 37(2)(a)**; S.I. 1996/218, **art. 2**
- F49** Words in s. 33C(2) substituted (1.3.1996) by 1995 c. 45, s. 10(1), **Sch. 3 para. 37(2)(b)**; S.I. 1996/218, **art. 2**
- F50** Words in s. 33C(2)(b) repealed (1.10.2001) by 2000 c. 27, ss. 93(4), 108, **Sch. 8**; S.I. 2001/3266, arts. 1(2), 2, **Sch.** (subject to transitional provisions in arts. 3-20)
- F51** Words in s. 33C(2)(b) substituted (1.10.2001) by 2000 c. 27, s. 108, **Sch. 6, Pt. I para. 14**; S.I. 2001/3266, arts. 1(2), 2, **Sch.** (subject to transitional provisions in arts. 3-20)
- F52** S. 33C(2A) inserted (1.10.2001) by 2000 c. 27, s. **93(5)**; S.I. 2001/3266, arts. 1(2), 2, **Sch.** (subject to transitional provisions in arts. 3-20)
- F53** S. 33C(4)(5) repealed (1.10.2001) by 2000 c. 27, ss. 20(7), 108, **Sch. 8**; S.I. 2001/3266, arts. 1(2), 2, **Sch.** (subject to transitional provisions in arts. 3-20)

[^{F54}33D Information to be given to customers about overall performance.

- (1) The Authority may make regulations requiring such information as may be specified or described in the regulations about—
- (a) the standards of overall performance determined under section 33B or 33BA; and
 - (b) the levels of performance achieved as respects those standards,
- to be given by gas suppliers or gas transporters to customers or potential customers of gas suppliers.
- (2) Regulations under this section may include provision—
- (a) as to the form and manner in which and the frequency with which information is to be given; and
 - (b) requiring information about the matters mentioned in subsection (1)(a) or (b) and relating to gas transporters to be given by gas transporters to gas suppliers and by gas suppliers to their customers or potential customers.]

Textual Amendments

- F54** S. 33D substituted (16.5.2001 for certain purposes and otherwise 1.10.2001) by 2000 c. 27, s. **94**; S.I. 2001/1781, **art. 2, Sch.** (subject to transitional provisions in arts. 3-10); S.I. 2001/3266, arts. 1(2), 2, **Sch.** (subject to transitional provisions in arts. 3-20)

[^{F55}33DAPublication 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—
- (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) [^{F56}carbon emissions reduction 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.

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- (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.]

Textual Amendments

- F55** S. 33DA inserted (7.11.2000 for certain purposes and otherwise 1.10.2001) by 2000 c. 27, s. 20(5); S.I. 2000/2974, art. 2, Sch. (subject to transitional provisions in arts. 3-12)); S.I. 2001/3266, arts. 1(2), 2, Sch. (subject to transitional provisions in arts. 3-20)
- F56** Words in s. 33DA(1)(a)(ii) substituted (28.2.2007) by Climate Change and Sustainable Energy Act 2006 (c. 19), s. 28(3), Sch. para. 3; S.I. 2007/538, art. 2

[^{F57}33DB] Information relating to complaints handling standards

- (1) This section applies in relation to standards prescribed by the Authority by regulations under section 43 of the Consumers, Estate Agents and Redress Act 2007 (standards for complaints handling) in relation to licence holders (or some of them).
- (2) The Authority must from time to time collect information with respect to the levels of compliance with the standards which those licence holders have achieved.
- (3) At such times as the Authority may direct, each of those licence holders must give the Authority such information as the Authority may direct with respect to the levels of compliance with the standards which the licence holder has achieved.]

Textual Amendments

- F57** S. 33DB inserted (1.10.2008) by Consumers, Estate Agents and Redress Act 2007 (c. 17), s. 66(2), Sch. 5 para. 1(3) (with s. 48(3)); S.I. 2008/2550, art. 2, Sch.

^{F58}33E

Textual Amendments

- F58** S. 33E repealed (7.11.2000 for s. 33E(2)(a) and otherwise 1.10.2001) by 2000 c. 27, s. 108, Sch. 6 Pt. I para. 15, Sch. 8; S.I. 2000/2974, art. 2, Sch. (subject to transitional provisions in arts. 3-12); S.I. 2001/3266, arts. 1(2), 2, Sch. (subject to transitional provisions in arts. 3-20)

Status:

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