
STATUTORY INSTRUMENTS

1991 No. 1344

The Electricity (Standards of Performance) Regulations 1991

Payments

14.—(1) This regulation applies where a supplier is obliged to make a payment to a customer under any of regulations 3 to 11 (inclusive).

(2) Where this regulation applies and the supplier fails within the prescribed period from the commencement date to dispatch a notice to the customer advising that the payment is due to the customer, the supplier shall, except in any of the circumstances described in paragraph (3), pay to the customer the prescribed sum.

(3) The circumstances described in this paragraph are—

- (a) each of the circumstances described in regulation 15; and
- (b) that there is a genuine dispute between the supplier and the customer as to whether the supplier is obliged to make the payment.

(4) Where a supplier is required to make a payment under these Regulations—

- (a) in relation to any premises of which more than one person is a customer, a payment to any one or more of the customers of those premises shall be a complete discharge of the obligation of the supplier to make the payment to all the customers of those premises;
- (b) nothing in, or done by a supplier in consequence of, these Regulations shall determine who is beneficially entitled to any payment made in pursuance of these Regulations;
- (c) a supplier shall not be required to make a payment other than to a customer; and
- (d) nothing in these Regulations shall permit a supplier to make a payment other than by means of—
 - (i) a cheque or cash; or
 - (ii) a credit to the account of the customer for charges incurred or to be incurred in respect of the supply or the provision of any electricity meter, electric line or electrical plant.