
STATUTORY INSTRUMENTS

2005 No. 1019

ELECTRICITY

The Electricity (Standards of Performance) Regulations 2005

Made - - - - 10th March 2005

Coming into force 1st April 2005

THE ELECTRICITY (STANDARDS OF PERFORMANCE) REGULATIONS 2005

PART I

General

1. Citation, commencement, and transitional provisions
2. Revocation
3. General interpretation

PART II

Supply restoration standards of performance for electricity distributors

4. Interpretation of the normal and severe weather restoration standards
5. Supply restoration: normal conditions
6. Supply restoration: severe weather conditions
7. Supply restoration: Highlands and Islands
8. Exemptions from the normal and severe weather restoration standards
9. Supply restoration: multiple interruptions

PART III

Other individual standards of performance for electricity distributors

10. Distributor's fuse
11. Estimate of charges for connection
12. Notice of supply interruption
13. Voltage complaint

PART IV

Individual standards of performance for relevant suppliers

14. Charges and payments

Status: This is the original version (as it was originally made).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

PART V

Individual standards of performance for electricity suppliers

15. Meter disputes
16. Pre-payment meters

PART VI

Common obligations

17. Appointments
18. Disputes
19. Payments
20. Exemptions
21. Timing of notification
22. Notice of rights

PART VII

Overall standards of performance

23. Information to be given to customers about overall performance
Signature

SCHEDULE 1 — Data for the Purpose of Calculating Payments

PART I — Prescribed periods and prescribed sums applicable to all relevant operators

PART II

PART III

SCHEDULE 2 — Standards of Performance — Practice and Procedure for Determinations

Determination of disputes

1. (1) This Schedule applies where a dispute to which regulation...

Timetable for the determination of individual disputes

2. (1) The Authority shall determine a dispute to which this...

Procedure for the determination of individual disputes

3. (1) Where an individual dispute is referred to the Authority,...

Determination of multiple disputes

4. (1) The Authority may, if it considers it appropriate to...

Timetable for determination of multiple disputes

5. (1) The Authority, when determining disputes falling within a consolidated...

Procedure for the determination of multiple disputes

6. (1) Where the Authority considers it appropriate to consolidate disputes...

Written statements

7. (1) The Authority may, by notice, ask any party to...

Production of documents and other evidence

8. (1) The Authority may, by notice, ask a party to...

Oral hearings

9. (1) For the purposes of this Schedule, an oral hearing...

Customer representatives for multiple disputes

10. (1) Where disputes are consolidated into categories under paragraph 4,...

Collection of information in multiple disputes

11. (1) The Authority may by notice ask any customer who...

Payment to customers

12. An order determining a dispute shall not (where there is...

Set—off

13. Where a dispute is determined by an order requiring a...

Costs

14. (1) An order determining a dispute may include a provision...

Explanatory Note