
STATUTORY INSTRUMENTS

2005 No. 1135

GAS

The Gas (Standards of Performance) Regulations 2005

Made - - - - 10th March 2005

Coming into force 1 April 2005

THE GAS (STANDARDS OF PERFORMANCE) REGULATIONS 2005

PART I

General

1. Citation, commencement and transitional provisions
2. Revocation
3. Interpretation

PART II

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

4. Meter disputes
5. Pre-payment meters
6. Appointments
7. Supply restoration
8. Reinstatement of customer's premises
9. Priority domestic customers
10. Connections
11. Disputes
12. Payments
13. Exemptions
14. Timing of notification
15. Notice of rights

PART III

OVERALL STANDARDS OF PERFORMANCE

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

Status: This is the original version (as it was originally made).

SCHEDULE 1 —

PART I — Prescribed periods and prescribed sums applicable to all gas suppliers and gas transporters

PART II — Working Hours

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...

Payments 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