
EXPLANATORY NOTE

(This note is not part of the Regulations)

These regulations re-enact most of the provisions of the Gas (Standards of Performance) Regulations 2002.

They prescribe the sum which gas suppliers or gas transporters must pay to a customer by way of compensation for failure to meet specified standards of performance in respect of the services to be provided by such suppliers or distributors. The sum payable differs between domestic and non-domestic customers, and between standards.

The main changes in the new Regulations are;

Introducing new connection guaranteed standards of performance relating to the;

- (i) provision of quotations;
- (ii) challenging the accuracy of quotations;
- (iii) responding to land enquiries;
- (iv) specifying dates for commencement and substantial completion of work; and
- (v) substantially completing the connection on the specified date; and
- (vi) the introduction of a new schedule setting out a more comprehensive practice and procedure for determining standards of performance disputes (Schedule 2 to the Regulations).

The Gas (Standards of Performance) Regulations 2002 and the Gas (Standards of Performance) (Amendment) Regulations 2002 are revoked (regulation 2), subject to the transitional provisions in regulation 1.

Changes to legislation:

There are outstanding changes not yet made by the legislation.gov.uk editorial team to The Gas (Standards of Performance) Regulations 2005. Any changes that have already been made by the team appear in the content and are referenced with annotations.

[View outstanding changes](#)

Changes and effects yet to be applied to :

- Pt. 2 heading substituted by [S.I. 2015/1544 reg. 12\(b\)](#)
- schedule am by [S.I. 2008/696 reg 12](#)
- Sch. 1 Pt. 1 heading substituted by [S.I. 2015/1544 reg. 12\(e\)](#)
- Sch. 1 Pt. 1 table words omitted by [S.I. 2015/1544 reg. 12\(f\)](#)
- Sch. 1 Pt. 1 Table substituted by [S.I. 2021/257 reg. 12](#)
- reg 1 am by [S.I. 2005/1136 reg 2](#)
- reg 3 am by [S.I. 2008/696 reg 2](#)
- reg 3 rev in pt by [S.I. 2008/696 reg 2](#)
- reg. 3 words omitted by [S.I. 2015/1544 reg. 12\(a\)\(ii\)](#)
- reg. 3 words substituted by [S.I. 2015/1544 reg. 12\(a\)\(i\)](#)
- reg. 3(1) word substituted by [S.I. 2021/257 reg. 2\(4\)\(a\)](#)
- reg. 3(1) words inserted by [S.I. 2021/257 reg. 2\(2\)\(a\)](#)
- reg. 3(1) words inserted by [S.I. 2021/257 reg. 2\(2\)\(b\)](#)
- reg. 3(1) words inserted by [S.I. 2021/257 reg. 2\(3\)](#)
- reg. 3(1) words inserted by [S.I. 2021/257 reg. 2\(4\)\(b\)](#)
- reg. 3(1) words inserted by [S.I. 2021/257 reg. 2\(6\)](#)
- reg. 3(1) words inserted by [S.I. 2021/257 reg. 2\(7\)](#)
- reg. 3(1) words inserted by [S.I. 2021/257 reg. 2\(8\)\(b\)](#)
- reg. 3(1) words inserted by [S.I. 2021/257 reg. 2\(9\)](#)
- reg. 3(1) words inserted by [S.I. 2021/257 reg. 2\(10\)](#)
- reg. 3(1) words inserted by [S.I. 2021/257 reg. 2\(11\)](#)
- reg. 3(1) words omitted by [S.I. 2021/257 reg. 2\(8\)\(a\)](#)
- reg. 3(1) words substituted by [S.I. 2021/257 reg. 2\(5\)](#)
- reg. 4 omitted by [S.I. 2015/1544 reg. 12\(c\)](#)
- reg. 5 omitted by [S.I. 2015/1544 reg. 12\(c\)](#)
- reg. 6 omitted by [S.I. 2015/1544 reg. 12\(c\)](#)
- reg 7 rev in pt by [S.I. 2008/696 reg 3](#)
- reg. 7(3)(d) omitted by [S.I. 2021/257 reg. 3](#)
- reg. 8(2)(b) substituted by [S.I. 2021/257 reg. 4](#)
- reg 9 rev in pt by [S.I. 2008/696 reg 5](#)
- reg. 9(3)(b) word substituted by [S.I. 2021/257 reg. 5\(3\)\(b\)](#)
- reg. 9(3)(b) words inserted by [S.I. 2021/257 reg. 5\(3\)\(a\)](#)
- reg. 9(3)(b) words inserted by [S.I. 2021/257 reg. 5\(3\)\(c\)](#)
- reg. 9(3)(c) words inserted by [S.I. 2021/257 reg. 5\(4\)](#)
- reg. 9(3)(c)(i) words inserted by [S.I. 2021/257 reg. 5\(5\)](#)
- reg. 9(3)(c)(iii) words inserted by [S.I. 2021/257 reg. 5\(6\)](#)
- reg. 9(4)(b) words substituted by [S.I. 2021/257 reg. 5\(9\)](#)
- reg. 10(1)(a) word substituted by [S.I. 2021/257 reg. 6\(2\)\(a\)](#)
- reg. 10(1)(a) words inserted by [S.I. 2021/257 reg. 6\(2\)\(b\)](#)
- reg. 10(1)(b) words inserted by [S.I. 2021/257 reg. 6\(3\)\(b\)](#)
- reg. 10(1)(b) words substituted by [S.I. 2021/257 reg. 6\(3\)\(a\)](#)
- reg. 10(1)(c) words substituted by [S.I. 2021/257 reg. 6\(4\)](#)
- reg. 10(1)(d) words substituted by [S.I. 2021/257 reg. 6\(5\)](#)
- reg. 10(4) words inserted by [S.I. 2021/257 reg. 6\(7\)](#)
- reg. 10(6)(b)-(h) substituted by [S.I. 2021/257 reg. 6\(8\)](#)
- reg. 10(7)(b) words inserted by [S.I. 2021/257 reg. 6\(9\)](#)
- reg. 10(7)(c) words inserted by [S.I. 2021/257 reg. 6\(10\)](#)
- reg 12 am by [S.I. 2008/696 reg 9](#)
- regs 1213 rev in pt by [S.I. 2008/696 regs 910](#)
- reg. 12(1) omitted by [S.I. 2015/1544 reg. 12\(c\)](#)

- reg. 12(3) omitted by S.I. 2015/1544 reg. 12(c)
- reg. 13(4) words substituted by S.I. 2015/1544 reg. 12(d)
- reg. 14 omitted by S.I. 2015/1544 reg. 12(c)
- reg. 15(1) omitted by S.I. 2015/1544 reg. 12(c)
- reg. 15(3) omitted by S.I. 2015/1544 reg. 12(c)
- reg. 15(4) omitted by S.I. 2015/1544 reg. 12(c)
- reg 16 am by S.I. 2008/696 reg 11
- reg. 16 omitted by S.I. 2015/1544 reg. 12(c)

Changes and effects yet to be applied to the whole Instrument associated Parts and Chapters:

Whole provisions yet to be inserted into this Instrument (including any effects on those provisions):

- Sch. 1 Pt. A1 inserted by S.I. 2021/257 reg. 11
- reg. 9(2A)-(2C) inserted by S.I. 2021/257 reg. 5(2)
- reg. 9(3)(d) word substituted by S.I. 2021/257 reg. 5(7)(b)
- reg. 9(3)(d) words inserted by S.I. 2021/257 reg. 5(7)(a)
- reg. 9(3)(d) words inserted by S.I. 2021/257 reg. 5(7)(c)
- reg. 9(3)(e) substituted by S.I. 2021/257 reg. 5(8)
- reg. 10(3)(3A) substituted for reg. 10(3) by S.I. 2021/257 reg. 6(6)
- regs 10A10B added by S.I. 2008/696 regs 78
- reg. 10A(3)(a) word substituted by S.I. 2021/257 reg. 7(a)
- reg. 10A(3)(b) omitted by S.I. 2021/257 reg. 7(b)
- reg. 10B(4)(e) words substituted by S.I. 2021/257 reg. 8
- reg. 12(8)(b)(ii) words substituted by S.I. 2021/257 reg. 9
- reg. 14A inserted by S.I. 2021/257 reg. 10