
STATUTORY INSTRUMENTS

2005 No. 1135

The Gas (Standards of Performance) Regulations 2005

PART II

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

Notice of rights

15.—(1) In respect of the rights prescribed for the benefit of domestic customers under regulations 4 to 6 (inclusive) and 11 to 14 (inclusive), a gas supplier shall prepare and from time to time revise a statement describing the rights prescribed for the benefit of domestic customers under these Regulations and the effect of section 33A(4) of the Act⁽¹⁾ in a form and having a content which a gas supplier could reasonably expect would be within the understanding of customers to which the statement relates and shall—

- (a) give a copy of the statement, and of any revision of the statement to the Authority and to the Council, before he makes it available to customers;
- (b) at least once in any period of 12 months dispatch to each domestic customer of the gas supplier a copy of the statement (in the form current at the time it is provided), provided that where in relation to any premises more than one person is a domestic customer, the obligation shall be satisfied by dispatching a copy of each such statement to any one of them;
- (c) make a copy of the statement (in its current form) available for inspection by any person at any premises of or occupied by the supplier open to the public in the normal course of the supplier's business during the normal opening hours of the premises; and
- (d) dispatch a copy of the statement (in its current form) to any person who requests it.

(2) In respect of the rights prescribed for the benefit of customers under regulations 7 to 14 (inclusive) a relevant gas transporter shall prepare and from time to time revise a statement describing those rights and the effect of section 33AA(5) of the Act⁽²⁾ in a form and having a content which a gas transporter could reasonably expect would be within the understanding of customers to whom the statement relates and shall —

- (a) give a copy of the statement and of any revision of the statement to the Authority and to the Council, before he sends it to the gas suppliers referred to in sub-paragraph (b);
- (b) at least once in any period of 12 months dispatch to each gas supplier which supplies gas to customers connected to the relevant gas transporter's pipeline system for onward transmission to the gas supplier's customers a copy of the statement (in the form current at the time it is provided);
- (c) make a copy of the statement (in its current form) available for inspection by any person at any offices fixed as appropriate by the relevant gas transporter for the purposes of

⁽¹⁾ 1986 c. 44: section 33A(4) was amended by paragraph 34(4)(a) of Schedule 3 to the Gas Act 1995 and by paragraph 13 Schedule 6 to the Utilities Act 2000.

⁽²⁾ 1986 c. 44: section 33AA(5) was inserted by section 90(2) of the Utilities Act 2000 (c. 27).

section 46(3) of the Act⁽³⁾ or, if none, at any premises of or occupied by the relevant gas transporter open to the public in the normal course of the relevant gas transporter's business during the normal opening hours of the premises; and

(d) dispatch a copy of the statement (in its current form) to any person who requests it.

(3) A gas supplier may satisfy his obligation under sub-paragraph (b) or (d) of paragraph (1) by dispatching the statement he has prepared to the class of customer to whom it relates.

(4) A gas supplier shall at least once in any period of 12 months dispatch to each customer of the gas supplier the information in any statement sent to him by a relevant gas transporter pursuant to paragraph (2) in respect of the relevant gas transporter to whose pipe-line system the customer's premises are connected.

(3) 1986 c. 44: section 46(3) was amended by paragraphs 2 and 18 of Schedule 6 to the Utilities Act 2000.