
STATUTORY INSTRUMENTS

2010 No. 698

The Electricity (Standards of Performance) Regulations 2010

PART IV

Individual standards of performance for relevant suppliers

Charges and payments

- 16.**—(1) This regulation applies where a customer informs a relevant supplier—
- (a) that the customer requests a change in the method by which he makes payment to the relevant supplier in respect of the supply; or
 - (b) of a query as to—
 - (i) the correctness of an account relating to the supply presented to the customer by the relevant supplier (other than in circumstances in which regulation 17 applies); or
 - (ii) whether, in relation to the matter or matters described by the customer, any payment ought to be made to the customer and the matter is one to which these regulations apply or appear to apply.
- (2) Where this regulation applies, the relevant supplier shall, except in any of the circumstances described in paragraph (3), pay to the customer the prescribed sum if the relevant supplier fails—
- (a) in the case of a request under sub-paragraph (1)(a) and where the relevant supplier does not expect to be able to approve the request, to dispatch a substantive reply to the customer within the prescribed period from the date of receipt of the information;
 - (b) in the case of a query under sub-paragraph (1)(b), to dispatch a substantive reply to the customer within the prescribed period from the date of receipt of the information; or
 - (c) in the case of a query under sub-paragraph (1)(b)(i) to which the relevant supplier's reply states that the customer is entitled to a payment from the relevant supplier, to make payment by cash, cheque, bank transfer or postal order to the customer of the amount due within the prescribed period from the date of dispatch of the relevant supplier's reply.
- (3) The circumstances described in this paragraph are—
- (a) each of the circumstances described in regulation 22; and
 - (b) in respect of a query under sub-paragraph (1)(b)(ii), that the relevant supplier has previously made a payment to the customer under paragraph (6) of regulation 21 relating to the matter.