
STATUTORY INSTRUMENTS

2015 No. 1544

The Electricity and Gas (Standards of Performance) (Suppliers) Regulations 2015

Statement of obligations

10.—(1) Whenever circumstances arise to which any individual standard of performance applies in relation to a customer, the supplier must notify the customer promptly of the applicable individual standard of performance.

(2) A supplier must prepare and from time to time revise a statement describing—

- (a) the requirements of regulations 3 to 9; and
- (b) the matters set out in paragraphs (3) and (4), as applicable.

(3) If the supplier is a gas supplier, the supplier must describe—

- (a) any standards of performance applying to gas transporters which are prescribed under section 33AA of the Gas Act or determined under section 33BA(1) of that Act; and
- (b) the effect of section 33A(5) of that Act.

(4) If the supplier is an electricity supplier, the supplier must describe—

- (a) any standards of performance applying to electricity distributors which are prescribed under section 39A of the Electricity Act or determined under section 40A(2) of that Act; and
- (b) the effect of section 39(4) of that Act.

(5) The statement must be in plain and intelligible language and have a form and content that a supplier could reasonably expect to be within the understanding of customers to whom the statement relates.

(6) A supplier must ensure that the statement is at all times readily accessible on its website.

(7) Upon request from a customer or potential customer, a supplier must provide the statement in such format as the customer or potential customer may reasonably request.

(8) An electricity supplier must, at least once in any period of 12 months, send to any of its customers who are the subject of a distributor request a notice of electricity interruption and restoration standards.

(9) In this regulation—

“customer”—

- (a) in relation to paragraph (1), includes micro-business customer;
- (b) in relation to paragraphs (5) and (7), means any person who is supplied or requires to be supplied with gas conveyed through pipes or electricity at premises which that person owns or occupies;

(1) 1986 c.44; section 33BA was inserted by section 91 of the Utilities Act 2000.

(2) 1989 c.29; section 40A was inserted by section 55 of the Utilities Act 2000.

Status: This is the original version (as it was originally made).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

“distributor request” means a request from an electricity distributor to a supplier that the supplier forward a copy of that distributor’s current notice of electricity interruption and restoration standards to one or more identified customers of the supplier; and

“notice of electricity interruption and restoration standards” means a notice prepared by an electricity distributor describing the standards of performance applying to electricity distributors which are prescribed under section 39A of the Electricity Act and which relate to supply interruption and restoration.