



## 2011 CHAPTER 6

### **PART 1**

#### **GAS**

##### *Standards of performance*

##### **Standards of performance in individual cases**

**1.—(1)** The Authority may, with the consent of the Department, make regulations prescribing such standards of performance in connection with—

- (a) the activities of gas suppliers, so far as affecting customers or potential customers of theirs, as in the Authority's opinion ought to be achieved in individual cases; and
- (b) the activities of gas conveyors, so far as affecting customers or potential customers of gas suppliers, as in the Authority's opinion ought to be achieved in individual cases.

(2) A gas supplier or gas conveyor who fails to meet a prescribed standard shall make to any customer or potential customer of a gas supplier who is affected by the failure and is of a prescribed description such compensation as may be determined by or under the regulations.

(3) The regulations may—

- (a) prescribe circumstances in which—
  - (i) gas suppliers are to inform customers or potential customers of their rights under this section;
  - (ii) gas conveyors are to inform customers or potential customers of gas suppliers of their rights under this section;

---

*Changes to legislation: There are currently no known outstanding effects for the Energy Act (Northern Ireland) 2011, Section 1. (See end of Document for details)*

---

- (b) prescribe such standards of performance in relation to any duty arising under paragraph (a) as, in the Authority's opinion, ought to be achieved in all cases;
  - (c) make provision as to the manner in which compensation under this section is to be made;
  - (d) prescribe circumstances in which gas suppliers or gas conveyors are to be exempted from any requirements of the regulations or this section; and
  - (e) if the Authority is of the opinion that the differences are such that no gas supplier or gas conveyor would be unduly disadvantaged in competing with other gas suppliers or (as the case may be) other gas conveyors, make different provision with respect to different gas suppliers or different gas conveyors.
- (4) Provision made under subsection (3)(c) may—
- (a) require or permit compensation to be made on behalf of gas conveyors by gas suppliers to customers or potential customers;
  - (b) require gas suppliers to provide services to gas conveyors in connection with the making of compensation under this section.
- (5) The making of compensation under this section in respect of any failure to meet a prescribed standard shall not prejudice any other remedy which may be available in respect of the act or omission which constituted that failure.
- (6) In this section “prescribed” means prescribed by regulations made under this section.

**Changes to legislation:**

There are currently no known outstanding effects for the Energy Act (Northern Ireland) 2011, Section 1.