
STATUTORY INSTRUMENTS

1992 No. 1720

**The Competition and Service (Electricity)
(Northern Ireland) Order 1992**

Procedures for dealing with complaints

5. After Article 45A of the Electricity Order there shall be inserted the following Articles—

“Procedures for dealing with complaints

45B.—(1) Each public electricity supplier shall establish a procedure for dealing with complaints made by his customers or potential customers in connection with the provision of electricity supply services.

(2) No such procedure shall be established, and no modification of such a procedure shall be made, unless—

- (a) the supplier has consulted the consumer committee; and
- (b) the proposed procedure or modification has been approved by the Director.

(3) The supplier shall—

- (a) publicise the procedure in such manner as may be approved by the Director; and
- (b) send a description of the procedure, free of charge, to any person who asks for one.

(4) The Director may give a direction to any public electricity supplier requiring the supplier to review his procedure or the manner in which it operates.

(5) A direction under paragraph (4)—

- (a) may specify the manner in which the review is to be conducted; and
- (b) shall require a written report of the review to be made to the Director.

(6) Where the Director receives a report under paragraph (5)(b), he may, after consulting the supplier, direct him to make such modifications of—

- (a) the procedure; or
- (b) the manner in which the procedure operates,

as may be specified in the direction.

(7) Paragraph (2) does not apply to any modification made in compliance with a direction under paragraph (6).”.