



Gas Act 1986

1986 CHAPTER 44

PART I

GAS SUPPLY

^{F1}[Standards of performance]

^{F1}33DA Publication of statistical information about standards of performance.

- (1) ^{F2}It shall be the duty of both Citizens Advice and Citizens Advice Scotland to secure the publication, in such form and manner and with such frequency as the particular body thinks appropriate, of such statistical information as the particular body considers appropriate] in relation to—
- (a) the levels of performance achieved by gas suppliers and gas transporters in respect of—
 - (i) standards of performance prescribed or determined under sections 33A, 33AA, 33B and 33BA; and
 - (ii) ^{F3}[carbon emissions reduction obligations] imposed by order under section 33BC; and
 - ^{F4}(iii) [home-heating cost reduction obligations imposed by order under section 33BD; and]
 - (b) complaints made by consumers about any matter relating to the activities of such suppliers or transporters and the handling of such complaints.

^{F5}(1A) [Citizens Advice and Citizens Advice Scotland may comply with the duty in subsection (1) by publishing information jointly or by securing that information is published on behalf of both of them.]

- (2) In subsection (1)(b) “complaints” includes complaints made directly to gas suppliers and gas transporters (or anyone carrying on activities on their behalf) and complaints to the Authority ^{F6}[Citizens Advice or Citizens Advice Scotland] .]

Changes to legislation: Gas Act 1986, Section 33DA is up to date with all changes known to be in force on or before 11 April 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes

Textual Amendments

- F1** S. 33DA inserted (7.11.2000 for certain purposes and otherwise 1.10.2001) by 2000 c. 27, s. 20(5); S.I. 2000/2974, art. 2, **Sch.** (subject to transitional provisions in arts. 3-12)); S.I. 2001/3266, arts. 1(2), 2, **Sch.** (subject to transitional provisions in arts. 3-20)
- F2** Words in s. 33DA(1) substituted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014](#) (S.I. 2014/631), art. 1(3), **Sch. 1 para. 4(12)(a)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F3** Words in s. 33DA(1)(a)(ii) substituted (28.2.2007) by [Climate Change and Sustainable Energy Act 2006](#) (c. 19), s. 28(3), **Sch. para. 3**; S.I. 2007/538, art. 2
- F4** S. 33DA(1)(a)(iii) inserted (18.12.2011) by [Energy Act 2011](#) (c. 16), s. 121(5)(a), **Sch. 1 para. 1**
- F5** S. 33DA(1A) inserted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014](#) (S.I. 2014/631), art. 1(3), **Sch. 1 para. 4(12)(b)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)
- F6** Words in s. 33DA(2) substituted (1.4.2014) by [The Public Bodies \(Abolition of the National Consumer Council and Transfer of the Office of Fair Trading's Functions in relation to Estate Agents etc\) Order 2014](#) (S.I. 2014/631), art. 1(3), **Sch. 1 para. 4(12)(c)** (with Sch. 1 para. 28, Sch. 2 paras. 13-15)

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Changes and effects yet to be applied to the whole Act associated Parts and Chapters:

Whole provisions yet to be inserted into this Act (including any effects on those provisions):

- s. 5(e) and word inserted by [2023 c. 52 s. 185\(3\)](#)
- s. 5(1)(ca) inserted by [2023 c. 52 s. 168\(2\)\(b\)](#)
- s. 5(10A) inserted by [2023 c. 52 s. 168\(2\)\(c\)](#)
- s. 5(11A)(11B) inserted by [2023 c. 52 s. 185\(4\)](#)
- s. 7B(5FA) inserted by [2023 c. 52 s. 185\(13\)](#)
- s. 7AC inserted by [2023 c. 52 s. 185\(6\)](#)
- s. 8AA(11B) inserted by [2023 c. 52 s. 185\(14\)](#)
- s. 15A inserted by [1992 c. 43 s. 17](#)
- s. 23D(2)(d) and word inserted by [2013 c. 32 s. 138\(4\)\(c\)\(iii\)](#)
- s. 27(1ZA)(aa) inserted by S.I. 2019/93, Sch. 1 para. 2(2)(b) (as substituted) by [S.I. 2019/1245 reg. 17](#) (This amendment not applied to legislation.gov.uk. The affecting statutory instrument has no legal effect. It was made under a procedure which meant that it ceased to have effect 28 days after signing unless it was debated and approved in Parliament within that time. It was not debated and approved within 28 days, so it has expired with no effect.)
- s. 28(8A) inserted by [2023 c. 52 Sch. 14 para. 3\(3\)](#)
- s. 41E(6)(d) and word inserted by [2013 c. 32 s. 138\(4\)\(f\)\(ii\)](#)
- Sch. 4B para. 9B and cross-heading inserted by [2023 c. 52 Sch. 14 para. 4](#)