
STATUTORY INSTRUMENTS

2015 No. 699

ELECTRICITY

The Electricity (Standards of Performance) Regulations 2015

Made - - - - 13th March 2015

Coming into force 1st April 2015

THE ELECTRICITY (STANDARDS OF PERFORMANCE) REGULATIONS 2015

PART 1

General

1. Citation, commencement and transitional provisions
2. Revocation
3. General interpretation

PART 2

Supply Restoration Standards of Performance for Electricity Distributors

4. Supply Restoration Standards of Performance for Electricity Distributors
5. Supply restoration: normal conditions
6. Supply restoration: normal conditions – 5,000 or more customers' premises interrupted
7. Supply restoration: severe weather conditions
8. Supply restoration: rota disconnection
9. Exemptions from the normal and severe weather restoration standards
10. Supply restoration: multiple interruptions

PART 3

Other Individual Standards of Performance for Electricity Distributors

11. Distributor's fuse
12. Notice of supply interruption
13. Voltage complaint

Status: This is the original version (as it was originally made).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

PART 4

Individual Standards of Performance for Relevant Suppliers

14. Charges and payments

PART 5

Individual Standards of Performance for Electricity Suppliers

15. Meter disputes
16. Pre-payment meters

PART 6

Common Obligations

17. Appointments
18. Disputes
19. Payments
20. Exemptions
21. Timing of notification
22. Notice of rights

PART 7

Overall Standards of Performance

23. Information to be given to customers about overall performance
Signature

SCHEDULE 1 — REVOCATIONS

SCHEDULE 2 — Data for the Purpose of Calculating Payments

PART 1 — Prescribed Periods and Prescribed Sums Applicable to all Relevant Operators

PART 2

PART 3

SCHEDULE 3 — Standards of Performance – Practice and Procedure for Determinations

Determination of disputes

1. (1) This Schedule applies where a dispute to which regulation...

Timetable for the determination of individual disputes

2. (1) The Authority must determine a dispute to which this...

Procedure for the determination of individual disputes

3. (1) Where an individual dispute is referred to the Authority,...

Determination of multiple disputes

4. (1) The Authority may, if it considers it appropriate to...

Timetable for determination of multiple disputes

5. (1) The Authority, when determining disputes falling within a consolidated...

Procedure for the determination of multiple disputes

6. (1) Where the Authority considers it appropriate to consolidate disputes...

Written statements

7. (1) The Authority may, by notice, ask any party to...

Production of documents and other evidence

8. (1) The Authority may, by notice, ask a party to...

Oral hearings

9. (1) For the purposes of this Schedule, an oral hearing...

Customer representatives for multiple disputes

10. (1) Where disputes are consolidated into categories under paragraph 4,...

Collection of information in multiple disputes

11. (1) The Authority may by notice ask any customer who...

Payment to customers

12. An order determining a dispute does not (where there is...

Set-off

13. Where a dispute is determined by an order requiring a...

Costs

14. (1) An order determining a dispute may include a provision...

Explanatory Note