
STATUTORY INSTRUMENTS

1992 No. 1720

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

Information to be given to customers about overall performance

4. After Article 45 of the Electricity Order there shall be inserted the following Article—

“Information to be given to customers about overall performance

45A.—(1) Each public electricity supplier shall, in such form and manner and with such frequency as the Director may direct, take steps to inform his customers of—

- (a) the standards of overall performance determined under Article 43 which are applicable to that supplier; and
- (b) that supplier’s level of performance as respects each of those standards.

(2) In giving any such direction, the Director shall not specify a frequency of less than once in every period of 12 months.”