
STATUTORY INSTRUMENTS

2003 No. 419

The Energy (Northern Ireland) Order 2003

PART IV

FUNCTIONS OF THE GENERAL CONSUMER COUNCIL

Publication of statistical information about complaints

20.—(1) The Council may publish, in such form and manner and with such frequency as it thinks appropriate, such statistical information as it considers appropriate in relation to—

(a) complaints made by consumers about any matter relating to the activities of the holders of licences under—

(i) Article 10(1)(b) or (c) ^{F1} . . . of the Electricity Order; or

(ii) Article 8(1)(a) or (c) of the Gas Order; and

(b) the handling of such complaints.

(2) In paragraph (1) “complaints” includes complaints made directly to the licence holders concerned (or anyone carrying on activities on their behalf) and complaints to the Authority or the Council.

F1 Words in art. 20(1)(a) omitted (1.11.2007) by virtue of [Electricity Regulations \(Northern Ireland\) 2007](#) (S.R. 2007/321), regs. 1(2), 61, [Sch. 3 para. 2](#) (with transitional provisions in Pt. IV)

Status:

Point in time view as at 01/11/2007.

Changes to legislation:

There are currently no known outstanding effects for the The Energy (Northern Ireland) Order 2003, Section 20.