
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)

Changes to legislation:

There are outstanding changes not yet made by the legislation.gov.uk editorial team to The Energy (Northern Ireland) Order 2003. Any changes that have already been made by the team appear in the content and are referenced with annotations.

[View outstanding changes](#)

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

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

- Sch. 1 para. 2A(c) added by [S.R. 2020/307 reg. 31\(a\)\(ii\)](#)
- Sch. 1 para. 3(1A) inserted by [S.R. 2020/307 reg. 31\(b\)](#)
- art. 3A(4) inserted by [S.R. 2020/307 reg. 19\(b\)](#)
- art. 3B inserted by S.I. 2019/530, reg. 129A (as inserted) by [S.I. 2020/1016 reg. 3\(43\)](#)
- art. 6B(1) art. 6B renumbered as art. 6A(00!) by [S.I. 2019/530 reg. 131\(2\)](#)
- art. 6B(2) inserted by [S.I. 2019/530 reg. 131\(3\)](#)
- art. 6B(2) words inserted in earlier amending provision S.I. 2019/530, reg. 131(3) by [S.I. 2020/1016 reg. 3\(45\)](#)
- art.008(1A) inserted(temp.) by [S.R. 2020/279 reg. 15](#)
- art. 8(1B)(1C) inserted by [S.R. 2020/307 reg. 23\(a\)](#)
- art.008A(1A) inserted(temp.) by [S.R. 2020/279 reg. 16\(2\)](#)
- art. 8A(2A)(2B) inserted(temp.) by [S.R. 2020/279 reg. 16\(3\)](#)
- art. 8A(2C)-(2F) inserted by [S.R. 2020/307 reg. 24\(b\)](#)
- art. 8B inserted by S.I. 2019/530, reg. 134A (as inserted) by [S.I. 2020/1016 reg. 3\(48\)](#)
- art. 12(5AA) inserted by [S.I. 2019/530 reg. 135\(4\)](#) (This amendment not applied to legislation.gov.uk. Reg. 135 omitted (15.9.2020) by virtue of S.I. 2020/1016, regs. 1(2), 3(49))
- art. 41(2)(c) added by [S.R. 2020/307 reg. 27\(b\)](#)
- art. 41A(d) added by [S.R. 2020/307 reg. 28\(a\)\(ii\)](#)
- art. 41A(6A) inserted by [S.R. 2020/307 reg. 28\(b\)](#)
- art. 56(1)(b)(ia) inserted by S.I. 2019/530, reg. 143(ab) (as substituted) by [S.I. 2020/1016 reg. 3\(53\)](#)
- art. 62(2A) inserted by [S.R. 2020/307 reg. 30](#)