STATUTORY INSTRUMENTS

2005 No. 1135

The Gas (Standards of Performance) Regulations 2005

PART II

Gas supplier's and gas transporter's individual standards of performance

Pre-payment meters

5.—(1) This regulation applies where a gas supplier is informed (other than by post) by a domestic customer who takes his supply through a pre-payment meter either that the pre-payment meter is not operating so as to permit a supply to the customer's premises in the manner for which the pre-payment meter was designed, or of circumstances suggesting that the pre-payment meter is not so operating.

(2) For the purposes of paragraph (1), where information is received by a gas supplier outside working hours it shall be deemed to have been received at the commencement of the next following period of working hours.

(3) Where, within the prescribed period from the applicable date, an appropriate person fails to attend at the premises where the pre-payment meter is installed in order to repair or replace the pre-payment meter so as to permit a supply in the manner for which it was designed the gas supplier shall, except in any of the circumstances described in paragraph (4), pay to the customer the prescribed sum.

(4) The circumstances described in this paragraph are—

(a) each of the circumstances described in regulation 13;

(b) that the customer requested the gas supplier not to attend the premises;

(c) that the customer requested the gas supplier not to restore the supply, and

(d) that the pre-payment meter was found to be operating in the manner for which it was designed.

(5) In this regulation "appropriate person" means a person employed or authorised by a gas supplier to repair and replace pre-payment meters.