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STATUTORY INSTRUMENTS

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**2010 No. 698**

**ELECTRICITY**

**The Electricity (Standards of Performance)  
Regulations 2010 (revoked)<sup>F1</sup>**

*Made* - - - - *8th March 2010*

*Coming into force* *1st April 2010*

**THE ELECTRICITY (STANDARDS OF  
PERFORMANCE) REGULATIONS 2010 (REVOKED)**

PART I

General

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

PART II

Supply restoration standards of performance for electricity distributors

4. Interpretation of the normal and severe weather restoration standards
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. Supply restoration: Highlands and Islands
10. Exemptions from the normal and severe weather restoration standards
11. Supply restoration: multiple interruptions

PART III

Other individual standards of performance for electricity distributors

12. Distributor's fuse
13. Estimate of charges for connection
14. Notice of supply interruption
15. Voltage complaint

**Changes to legislation:** There are currently no known outstanding effects for the The Electricity (Standards of Performance) Regulations 2010 (revoked). (See end of Document for details)

#### PART IV

##### Individual standards of performance for relevant suppliers

16. Charges and payments

#### PART V

##### Individual standards of performance for electricity suppliers

17. Meter disputes
18. Pre-payment meters

#### PART VI

##### Common obligations

19. Appointments
20. Disputes
21. Payments
22. Exemptions
23. Timing of notification
24. Notice of rights

#### PART VII

##### Overall standards of performance

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

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#### SCHEDULE 1 — Data for the Purpose of Calculating Payments

PART I — Prescribed periods and prescribed sums applicable to all relevant operators

PART II

PART III

#### SCHEDULE 2 — 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 shall 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...

**Changes to legislation:** *There are currently no known outstanding effects for the The Electricity (Standards of Performance) Regulations 2010 (revoked). (See end of Document for details)*

- 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 shall 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 requiring...

Explanatory Note

**Changes to legislation:**

There are currently no known outstanding effects for the The Electricity (Standards of Performance) Regulations 2010 (revoked).