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STATUTORY INSTRUMENTS

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**2010 No. 698**

**The Electricity (Standards of Performance) Regulations 2010**

**PART II**

**Supply restoration standards of performance for electricity distributors**

**Supply restoration: normal conditions – 5,000 or more customers' premises interrupted**

6.—(1) This paragraph applies to a relevant electricity distributor where the supply to 5,000 or more customers' premises is interrupted as a result of a single failure of, fault in or damage to that distributor's distribution system.

(2) Where paragraph (1) applies, that distributor shall, except in any of the circumstances described in paragraph (3)(a) and (b), pay the prescribed sum to any customer whose premises are included within the 5,000 or more customers' premises referred to in paragraph (1)–

- (a) where the supply is not restored to the customer's premises within the relevant period; and
- (b) in respect of each succeeding period of 12 hours upon the expiry of which the supply is not restored,

up to a maximum of £216 per customer.

(3) The circumstances described in this paragraph are–

- (a) each of the circumstances described in regulation 10;
- (b) where the supply to the customer's premises is interrupted as a result of a failure of, fault in or damage to the relevant electricity distributor's distribution system resulting from category 1, 2 or 3 severe weather conditions.

(4) This regulation does not apply in any part of the Highlands and Islands.