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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: rota disconnection**

**8.—**(1) This paragraph applies to a relevant electricity distributor where supply to a customer's premises is interrupted as a result of rota disconnection on that distributor's distribution system resulting from a 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 regulation 10, pay the prescribed sum to the customer where the supply is not restored to the customer's premises within the prescribed period.

(3) For the purposes of paragraphs (1) and (2)—

- (a) "rota disconnection" means the deliberate disconnection of customers' electricity supplies by the relevant electricity distributor for a set duration on a rota basis so as to reduce the demand for electricity to the level of capacity that is available;
- (b) where there is more than one interruption that relates to the same rota disconnection event, supply shall be deemed not to have been restored to a customer's premises within the prescribed period if the total length of those interruptions is greater than or equal to the prescribed period.

(4) Where there are one or more interruptions that relate to the same rota disconnection event and the total length of those interruptions is not greater than or equal to the prescribed period but is equal to or greater than 3 hours, then that shall be deemed to be one period of interruption for the purposes of regulation 11(1) subject to the other provisions of regulation 11.

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