

## SCHEDULE 1

Transfer of certain functions of the National Consumer Council,  
transfer of certain consumer advice scheme functions of the OFT and  
consequential, supplementary, incidental and transitional provision

### PART 4

#### Statutory Instruments

##### **Enterprise Act 2002 (Bodies Designated to make Super-Complaints) Order 2004**

**22.** In the Schedule to the Enterprise Act 2002 (Bodies Designated to make Super-Complaints) Order 2004(1) omit “3. The National Consumer Council.”.

##### **Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008**

**23.—(1)** The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008(2) are amended as follows.

(2) In regulation 2(1) (interpretation)—

(a) after the definition of “the Authority” insert—

““Citizens Advice” means the National Association of Citizens Advice Bureaux;”;

““Citizens Advice Scotland” means the Scottish Association of Citizens Advice Bureaux;”;

(b) after the definition of “complaints handling procedure” insert—

““the consumer advice scheme” means the consumer advice scheme supported by Citizens Advice or Citizens Advice Scotland, or by them jointly, under article 2 of the Public Bodies (The Office of Fair Trading Transfer of Consumer Advice Scheme Function and Modification of Enforcement Functions) Order 2013 [S.I. 2013/783](#);”;

(c) after the definition of “consumer advice scheme” so inserted, insert—

““consumer advocacy body” means Citizens Advice or Citizens Advice Scotland;”;

(d) omit the definition of “Consumer Direct” and “the Council”.

(3) In regulation 8 (section 12 and 13 complaints)—

(a) in paragraph (1) for “the Council” substitute “the consumer advocacy bodies”;

(b) in paragraph (2) for “the Council” substitute “a consumer advocacy body”.

(4) In regulation 9 (referral of consumers from Consumer Direct)—

(a) in the heading, for “Consumer Direct” substitute “the consumer advice scheme”;

(b) in paragraph (1)—

(i) for the first mention of “Consumer Direct” substitute “the consumer advocacy bodies”;

(ii) for the second mention of “Consumer Direct” substitute “the consumer advocacy bodies”;

(c) in paragraph (2) for “Consumer Direct” substitute “the consumer advocacy bodies”.

---

(1) [S.I. 2004/1517](#) .

(2) [S.I. 2008/1898](#).

*Status: This is the original version (as it was originally made). This item of legislation is currently only available in its original format.*

### **Infrastructure Planning (National Policy Statement Consultation) Regulations 2009**

**24.** For sub-paragraph (x) of regulation 3(3) of the Infrastructure Planning (National Policy Statement Consultation) Regulations 2009<sup>(3)</sup>, substitute—

- “(x) The National Association of Citizens Advice Bureaux;
- (xa) The Scottish Association of Citizens Advice Bureaux”.

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

**25.—**(1) The Electricity (Standards of Performance) Regulations 2010<sup>(4)</sup> are amended as follows.

(2) In regulation 3(1) (general interpretation)—

- (a) omit the definition of “the Council”;
- (b) at the appropriate place insert—

““consumer advocacy body” means the National Association of Citizens Advice Bureaux or the Scottish Association of Citizens Advice Bureaux;”.

(3) In regulation 24 (notice of rights)<sup>(5)</sup> in paragraphs (1)(a) and (2)(a), for “the Council” substitute “the consumer advocacy bodies”.

(4) In regulation 25 (information to be given to customers about overall performance) in paragraph (1)(a), for “the Council” substitute “the consumer advocacy bodies”.

(5) In Schedule 2 (standards of performance – practice and procedure for determinations: determination of disputes) in paragraph 1(2)(a), for “the Council” substitute “a consumer advocacy body”.

### **Electricity (Connection Standards of Performance) Regulations 2010**

**26.—**(1) The Electricity (Connection Standards of Performance) Regulations 2010<sup>(6)</sup> are amended as follows.

(2) In regulation 2(1) (interpretation)—

- (a) omit the definition of “the Council”.
- (b) at the appropriate place insert—

““consumer advocacy body” means the National Association of Citizens Advice Bureaux or the Scottish Association of Citizens Advice Bureaux;”.

(3) In regulation 18 (notice of rights) in paragraph (1)(a), for “the Council” substitute “the consumer advocacy bodies”.

(4) In Schedule 2 (practice and procedure for determinations) in paragraph 1(2)(a), for “the Council” substitute “a consumer advocacy body”.

### **Postal Services Act 2011 (Disclosure of Information) Order 2012**

**27.** In Article 3 (prescription of bodies and persons) of the Postal Services Act 2011 (Disclosure of Information) Order 2012<sup>(7)</sup>—

- (a) omit “the National Consumer Council;”;

---

(3) [S.I. 2009/1302](#).

(4) [S.I. 2010/698](#).

(5) Regulation 24(1) was amended by regulation 2(1)(e) of [S.I. 2010/2131](#).

(6) [S.I. 2010/2088](#).

(7) [S.I. 2012/1128](#).

**Status:** This is the original version (as it was originally made). This item of legislation is currently only available in its original format.

(b) at the appropriate place insert—

“the General Consumer Council for Northern Ireland;”

“the National Association of Citizens Advice Bureaux;”

“the Scottish Association of Citizens Advice Bureaux;”.