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STATUTORY INSTRUMENTS

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**2015 No. 1544**

**ELECTRICITY  
GAS**

**The Electricity and Gas (Standards of  
Performance) (Suppliers) Regulations 2015**

*Made - - - - 11th July 2015*

*Coming into force 1st January 2016*

**THE ELECTRICITY AND GAS (STANDARDS OF  
PERFORMANCE) (SUPPLIERS) REGULATIONS 2015**

1. Citation, commencement, transitional and savings provisions
  2. General interpretation
  3. Appointments
  4. Faulty meters
  5. Faulty prepayment meters
  6. Reconnection
  7. Distributed payments
  8. Suppliers' payment obligations
  9. Exemptions and limitations to supplier payment obligations
  10. Statement of obligations
  11. Dispute resolution
  12. Amendment of the Gas (Standards of Performance) Regulations 2005
  13. Amendment of the Gas (Standards of Performance) (Amendment) Regulations 2008
  14. Amendment of the Electricity (Standards of Performance) Regulations 2015
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**SCHEDULE — STANDARDS OF PERFORMANCE – PRACTICE AND  
PROCEDURE FOR DETERMINATIONS**

1. Determination of disputes
2. Timetable for the determination of individual disputes
3. Procedure for the determination of individual disputes

**Status:** This is the original version (as it was originally made).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

4. Determination of multiple disputes
5. Timetable for determination of multiple disputes
6. Procedure for the determination of multiple disputes
7. Written statements
8. Production of documents and other evidence
9. Oral hearings
10. Customer representatives for multiple disputes
11. Collection of information in multiple disputes
12. Payments to customers
13. Set-off
14. Costs
15. Interpretation

Explanatory Note