
STATUTORY INSTRUMENTS

1992 No. 231

The Electricity (Northern Ireland) Order 1992

PART II

ELECTRICITY SUPPLY

Consumer protection: standards of performance

Information with respect to levels of performance

45.—(1) [^{F1}the Authority] shall collect information with respect to—

- (a) the compensation made by [^{F2}electricity suppliers and electricity distributors] under Article 42;
- (b) the levels of overall performance achieved by such suppliers in connection with the provision of electricity supply services; and
- (c) the levels of performance achieved by such suppliers in connection with the promotion of the efficient use of electricity by consumers.

(2) On or before such date in each year as may be specified in a direction given by the Director, each [^{F3}electricity supplier] shall furnish to the Director the following information, namely—

- (a) as respects each standard prescribed by regulations under Article 42, the number of cases in which compensation was made and the aggregate amount or value of that compensation; and
- (b) as respects each standard determined under Article 43 or 44, such information with respect to the level of performance achieved by the supplier as may be so specified.

[^{F4}(2A) At such times as may be specified in a direction given by the Authority, each electricity distributor shall furnish to the Authority the following information, namely—

- (a) as respects each standard prescribed by regulations under Article 42, the number of cases in which compensation was made and the aggregate amount or value of that compensation; and
- (b) as respects each standard determined under Article 43A, such information with respect to the level of performance achieved by the distributor as may be so specified.

(2B) The Authority shall from time to time collect information with respect to—

- (a) the compensation made by electricity distributors under Article 42;
- (b) the levels of overall performance achieved by electricity distributors.

(2C) At such times as may be specified in a direction given by the Authority, each electricity distributor shall furnish to the Authority the following information, namely—

- (a) as respects each standard prescribed by regulations under Article 42, the number of cases in which compensation was made and the aggregate amount or value of that compensation; and

Changes to legislation: *The Electricity (Northern Ireland) Order 1992, Section 45 is up to date with all changes known to be in force on or before 01 May 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes*

(b) as respects each standard determined under Article 43A, such information with respect to the level of performance achieved by the distributor as may be so specified.]

(3) [^{F5}An electricity supplier] who without reasonable excuse fails to do anything required of him by paragraph (2) [^{F6}and any electricity distributor who without reasonable excuse fails to do anything required of him by paragraph (2A) or (2C)] shall be guilty of an offence and shall be liable on summary conviction to a fine not exceeding level 5 on the standard scale.

(4) [^{F1}the Authority] shall at least once in every year arrange for the publication, in such form and in such manner as he considers appropriate, of such of the information collected by or furnished to him under this Article as it may appear to him expedient to give to customers or potential customers of [^{F7}electricity suppliers or electricity distributors].

(5) In arranging for the publication of any such information [^{F1}the Authority] shall have regard to the need for excluding, so far as that is practicable—

- (a) any matter which relates to the affairs of an individual, where publication of that matter would or might, in the opinion of [^{F1}the Authority], seriously and prejudicially affect the interests of that individual; and
- (b) any matter which relates specifically to the affairs of a particular body of persons, whether corporate or unincorporate, where publication of that matter would or might, in the opinion of [^{F1}the Authority], seriously and prejudicially affect the interests of that body.

F1	Words in art. 45(1)(4)(5) substituted (1.11.2007) by Electricity Regulations (Northern Ireland) 2007 (S.R. 2007/321) , regs. 1(2), 11(1), Sch. 2 para. 9(a) (with transitional provisions in Pt. IV)
F2	Words in art. 45(1)(a) substituted (1.11.2007) by Electricity Regulations (Northern Ireland) 2007 (S.R. 2007/321) , regs. 1(2), 11(1), Sch. 2 para. 9(b) (with transitional provisions in Pt. IV)
F3	Words in art. 45(2) substituted (1.11.2007) by Electricity Regulations (Northern Ireland) 2007 (S.R. 2007/321) , regs. 1(2), 11(1), Sch. 2 para. 9(c) (with transitional provisions in Pt. IV)
F4	Art. 45(2A)-(2C) inserted (1.11.2007) by Electricity Regulations (Northern Ireland) 2007 (S.R. 2007/321) , regs. 1(2), 11(1), Sch. 2 para. 9(d) (with transitional provisions in Pt. IV)
F5	Words in art. 45(3) substituted (1.11.2007) by Electricity Regulations (Northern Ireland) 2007 (S.R. 2007/321) , regs. 1(2), 11(1), Sch. 2 para. 9(e) (with transitional provisions in Pt. IV)
F6	Words in art. 45(3) inserted (1.11.2007) by Electricity Regulations (Northern Ireland) 2007 (S.R. 2007/321) , regs. 1(2), 11(1), Sch. 2 para. 9(e) (with transitional provisions in Pt. IV)
F7	Words in art. 45(4) substituted (1.11.2007) by Electricity Regulations (Northern Ireland) 2007 (S.R. 2007/321) , regs. 1(2), 11(1), Sch. 2 para. 9(f) (with transitional provisions in Pt. IV)

Changes to legislation:

The Electricity (Northern Ireland) Order 1992, Section 45 is up to date with all changes known to be in force on or before 01 May 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations.

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Changes and effects yet to be applied to :

- Instrument am. (ot.prosp.) by [1998 c. 41 s.66\(5\)Sch.10 Pt.III para.7](#)
- Instrument am. (prosp.) by [1998 c. 41 s.66\(5\)Sch.10 Pt.V para.17](#)
- Instrument rev. in pt. (prosp.) by [1998 c. 41 ss.66\(5\),74\(3\), Sch.10, Pt.V, para.17, Sch.14, Pt.II](#)

Changes and effects yet to be applied to the whole Order associated Parts and Chapters:

Whole provisions yet to be inserted into this Order (including any effects on those provisions):

- art. 10E(7) inserted by [S.I. 2019/530 reg. 89\(6\)](#) (This amendment not applied to [legislation.gov.uk](#). Regs. 84-103 omitted (15.9.2020) by virtue of S.I. 2020/1016, regs. 1(2), 3(30))
- art. 10F(9)(10) inserted by [S.I. 2019/530 reg. 90\(6\)](#) (This amendment not applied to [legislation.gov.uk](#). Regs. 84-103 omitted (15.9.2020) by virtue of S.I. 2020/1016, regs. 1(2), 3(30))
- art. 10K(8A) inserted by [S.I. 2019/530 reg. 94\(7\)](#) (This amendment not applied to [legislation.gov.uk](#). Regs. 84-103 omitted (15.9.2020) by virtue of S.I. 2020/1016, regs. 1(2), 3(30))
- art. 11B(6)(7) inserted by [S.I. 2019/530 reg. 99\(4\)](#) (This amendment not applied to [legislation.gov.uk](#). Regs. 84-103 omitted (15.9.2020) by virtue of S.I. 2020/1016, regs. 1(2), 3(30))
- art. 18(2)(aa) inserted by S.I. 2019/93, Sch. 1 para. 5(2)(b) (as substituted) by [S.I. 2019/1245 reg. 22](#) (This amendment not applied to [legislation.gov.uk](#). The affecting statutory instrument has no legal effect. It was made under a procedure which meant that it ceased to have effect 28 days after signing unless it was debated and approved in Parliament within that time. It was not debated and approved within 28 days, so it has expired with no effect.)
- art. 31A(1A) inserted by [S.I. 2019/530 reg. 100\(3\)](#) (This amendment not applied to [legislation.gov.uk](#). Regs. 84-103 omitted (15.9.2020) by virtue of S.I. 2020/1016, regs. 1(2), 3(30))
- art. 65(1A) inserted by [S.I. 2006/2955 \(N.I.\) art. 3\(2\)](#)
- art. 65(3)-(5) added by [S.I. 2006/2955 \(N.I.\) art. 3\(3\)](#)