
STATUTORY INSTRUMENTS

2001 No. 3265

The Electricity (Standards of Performance) Regulations 2001

Common individual standards of performance

Notice of rights

19.—(1) In respect of the rights prescribed for the benefit of customers under regulations 4 to 8 and 14 to 18 (inclusive) a relevant distributor shall prepare and from time to time revise a statement describing those rights and the effect of section 39A(5) of the Act in a form and having a content which a relevant distributor could reasonably expect would be within the understanding of customers to which the statement relates and shall—

- (a) give a copy of the statement, and of any revision of the statement to the Authority and to the Consumer Council, before he sends it to the electricity suppliers referred to in sub-paragraph (b);
- (b) at least once in any period of 12 months dispatch to each electricity supplier which supplies electricity to premises in the relevant distributor's distribution services area for onward transmission to the electricity supplier's customers a copy of the statement (in the form current at the time it is provided);
- (c) make a copy of the statement (in its current form) available for inspection by any person at any premises of or occupied by the relevant distributor open to the public in the normal course of the relevant distributor's business during the normal opening hours of the premises; and
- (d) dispatch a copy of the statement (in its current form) to any person who requests it.

(2) In respect of the rights prescribed for the benefit of customers under regulations 9 to 18 (inclusive) a relevant supplier shall prepare and from time to time revise a statement describing the rights prescribed for the benefit of customers under these Regulations and the effect of section 39(4) of the Act in a form and having a content which a relevant supplier could reasonably expect would be within the understanding of customers to which the statement relates and shall—

- (a) give a copy of the statement, and of any revision of the statement to the Authority and to the Consumer Council, before he makes it available to customers;
- (b) at least once in any period of 12 months dispatch to each domestic customer of the relevant supplier a copy of the statement (in the form current at the time it is provided), provided that where in relation to any premises more than one person is a domestic customer, the obligation shall be satisfied by dispatching copy of each such statement to any one of them;
- (c) make a copy of the statement (in its current form) available for inspection by any person at any premises of or occupied by the supplier open to the public in the normal course of the supplier's business during the normal opening hours of the premises; and
- (d) dispatch a copy of the statement (in its current form) to any person who requests it.

(3) A relevant operator may prepare a separate statement for domestic and non-domestic customer.

(4) A relevant supplier may satisfy his obligation under sub-paragraph (b) or (d) of paragraph (2) by dispatching the statement he has prepared to the class of customer to whom it relates.

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

(5) An electricity supplier shall at least once in any period of 12 months dispatch to each domestic customer of the electricity supplier the information in any statement sent to him by a relevant distributor pursuant to paragraph (1) in respect of the distribution services area in which the customer's premises are situated, provided that where in relation to any premises more than one person is a domestic customer, the obligation shall be satisfied by dispatching such information to any one of them.