

OVERALL SUPPLY STANDARDS OF PERFORMANCE

The Gas and Electricity Markets Authority, in accordance with the powers contained in section 40 of the Electricity Act 1989 (“the Act”) and after the consultation and research required by section 40B, hereby determines the standards of overall performance in connection with the provision of electricity supply services to be achieved by all electricity suppliers, as follows–

1. Unless the context otherwise requires, words and expressions used in this determination shall bear the same meaning as in Part I of the Act.

- (2) The following words and expressions shall have the meaning attributed to them in the standard conditions of electricity supply licences incorporated in the electricity supplier’s licence treated as granted to the electricity supplier under section 6(1)(d) of the Act:

customer

domestic customer

domestic premises

- (3) In this determination–

“Authority” means the Gas and Electricity Markets Authority;

“low voltage” means a nominal voltage not exceeding 1000 volts;

“relevant year” means a period of 6 months commencing on 1 October 2002 and each succeeding period of 12 months starting on 1 April;

“working hours” means the period between 7.00am and 7.00pm on each working day and between 9.00am and 5.00pm on any other day; and

“working day” means a day other than a Saturday, a Sunday, Christmas Day, Good Friday or a day which is a bank holiday within the meaning of the Banking and Financial Dealings Act 1971.

2. The overall standard of performance to be achieved by the electricity supplier in respect of each service described in column 1 is that, of the occasions during each relevant year upon which he is requested or required to perform the service, he shall provide the service within the time specified in column 1 in no less than the percentage of such occasions specified in column 2 opposite that service.
3. The overall standards hereby determined shall apply on and after 1 October 2002. The Authority determines that the overall standard entitled Service 5 in the standards entitled "Overall Supply Standards of Performance" in respect of specified individual electricity suppliers issued by the Authority on 27 March 2002 ceased to have effect on 1 April 2002 and the remaining standards then determined shall cease to have effect on 30 September 2002 and be replaced by the standards hereby determined.

Column 1

Column 2

Service 1

Where, in relation to a whole current meter,

a) the electricity supplier has received from a domestic customer who is supplied at a low voltage –

(i) a notice requesting that the meter be resited; and

(ii) such payments as may reasonably be required or (if appropriate) as may be determined by the Authority to be paid prior to the resiting of the meter, and

b) the customer has accepted the terms and conditions proposed by the electricity supplier in response to the notice or is deemed to have accepted the terms by requesting the electricity supplier in writing to proceed with the work,

the electricity supplier shall within 15 working days of the first date upon which both sub-paragraphs (a) and (b) have been satisfied, attend at the customer's premises for the purpose of resiting the meter.

100 per cent

Service 2

Where the electricity supplier has cut off the supply to any premises in consequence of any default on the part of a domestic customer, the electricity supplier shall visit the customer's premises to restore the supply before the end of a period of 24 hours beginning at 00.01 am on the working day following the day on which the customer has –

- (a) made good the default;
- (b) paid the reasonable expenses of disconnecting and re-connecting the supply; and
- (c) given a security deposit, if requested to do so by the electricity supplier,

Provided that

- (i) any agreement or payment required to be made shall have been delivered to an address, in a manner and at a time which the customer has been advised is appropriate for the receipt of any agreement or payment of that nature; and
- (ii) the electricity supplier does not in exercise of a statutory power refuse to restore the supply

100 per cent

Service 3

Where–

- (a) a domestic customer has requested that the basis on which he is charged for the supply is changed;
- (b) the electricity supplier has no reasonable grounds for refusing that request; and
- (c) it is necessary to change the meter at the customer's premises to enable the electricity supplier to comply with the request,

the electricity supplier shall (unless otherwise requested by the customer) within 10 working days of the receipt of the

100 per cent

request attend at the customer's premises for the purpose of changing the meter or carrying out any other metering work necessary to facilitate a change of supplier transfer.

Service 4

Where the electricity supplier is informed by a domestic customer who takes his supply through a pre-payment meter either that the pre-payment meter is not operating so as to permit a supply to the customer's premises in the manner for which it is designed, or of circumstances suggesting that the pre-payment meter is not so operating, the electricity supplier shall procure that an appropriate person shall attend at the premises where the pre-payment meter is installed in order to repair or replace the pre-payment meter so as to permit a supply in the manner for which it is designed,

Within three hours on a working day - 98%

Within four hours on any other day - 95%

Provided that information received by the electricity supplier outside working hours shall be deemed to have been received at the commencement of the next following period of working hours.

Dated September 2002

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Duly authorised for that purpose by
the Gas and Electricity Markets Authority