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for energy consumers

Consumers and their
representatives, energy
suppliers, meter operators,
network companies and other
interested parties

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Supplier Guaranteed and Overall Standards of Performance reforms – Final Decision and Statutory Instrument

On 16 December 2014, we issued a statutory consultation¹ on the supplier Guaranteed and Overall Standards of Performance. The consultation closed on 23 January 2015 and I am now writing to inform you of the latest position.

We can now confirm that the Electricity and Gas (Standards of Performance) (Suppliers) Regulations 2015 have been made by the Authority and received Ministerial consent. The new Regulations will commence from **1 January 2016** and have been published on www.legislation.gov.uk².

We have made some changes to the draft regulations published alongside our December 2014 consultation to account for the views and evidence we received in response to our consultation. However the key policy proposals that underpinned the draft regulations we published in December 2014 have not changed.

We will shortly publish further details regarding the changes we have made to the final Regulations and future reporting arrangements. However we are publishing this letter now to inform stakeholders of developments at the earliest opportunity, and to maximise the time affected parties have to prepare for the changes taking effect.

We can also confirm that the Authority has made a determination to revoke the supplier Overall Standards of Performance (OS). The revocation will take effect on **1 January 2016** to coincide with the commencement of the new Regulations, so the OS will remain in place until then. A notice confirming the revocation of the OS has been published on our website alongside this letter.

Yours faithfully,

Jonathan Blagrove
Senior Manager – Consumers and Sustainability

¹ <https://www.ofgem.gov.uk/publications-and-updates/supplier-guaranteed-and-overall-standards-performance-statutory-consultation-and-proposals>

² <http://www.legislation.gov.uk/ukxi/2015/1544/contents/made>