

To all relevant parties

Determination pursuant to sections 33B and 33BAA of the Gas Act 1986 and sections 40 and 40B of the Electricity Act 1989

Whereas:

1. In December 2001, the Gas and Electricity Markets Authority (“the Authority”), pursuant to its powers under section 33B of the Gas Act 1986 (“the Gas Act”), determined standards of overall performance in connection with the provision of gas supply services by gas suppliers (“the Gas Standards”).
2. In September 2002, the Authority, pursuant to its powers under section 40 of the Electricity Act 1989 (“the Electricity Act”), determined standards of overall performance in connection with the provision of electricity supply services by electricity suppliers (“the Electricity Standards”).
3. In accordance with section 33BAA of the Gas Act and section 40B of the Electricity Act, the Authority has considered the results of research to discover the views of a representative sample of persons likely to be affected by the revocation of the Gas Standards and the Electricity Standards; published a notice of its proposals and considered the representations made in respect of those proposals; and consulted gas suppliers, electricity suppliers, Citizens Advice, Citizens Advice Scotland and persons and bodies appearing to be representative of persons likely to be affected by this determination. The Authority has considered all representations and had due regard to all relevant information and circumstances.

The Authority directs that the Gas Standards and the Electricity Standards be revoked on and with effect from 1 January 2016 (subject to regulation 1(4) of the Electricity and Gas (Standards of Performance) (Suppliers) Regulations 2015, which comes into force on 1 January 2016 and makes transitional provision concerning service 4 of the Gas Standards and service 2 of the Electricity Standards).

Dated 9th July 2015

Dermot Nolan

Chief Executive

On behalf of the Authority