STATUTORY INSTRUMENTS

2017 No. 428

ELECTRICITY
GAS

The Gas and Electricity (Consumer Complaints Handling Standards) (Amendment) Regulations 2017

Made - - - -	*16th March 2017*
Coming into force - -	*14th April 2017*

The Gas and Electricity Markets Authority(**1**), in exercise of the powers conferred by section 46 of the Consumers, Estate Agents and Redress Act 2007(**2**) and having prescribed standards under section 43 of that Act(**3**), makes the following Regulations:

Citation and commencement

1. These Regulations may be cited as the Gas and Electricity (Consumer Complaints Handling Standards) (Amendment) Regulations 2017 and come into force on 14th April 2017.

Amendment to the Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008

2. In regulation 10(3) of the Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008 (information to be provided to consumers), after "regulated provider" insert "who holds a licence under section 7A(1) of the Gas Act 1986 or section 6(1)(d) of the Electricity Act 1989 or both".

(**1**) The Gas and Electricity Markets Authority was established by section 1(1) of the Utilities Act 2000 (c. 27).
(**2**) 2007 c.17; for the definition of "regulated provider", "relevant consumer" and "regulator" see section 42 of the Consumers, Estate Agents and Redress Act 2007, which was amended by paragraph 183 of Schedule 12 to the Postal Services Act 2011 (c. 5).
(**3**) Standards were prescribed in relation to the Gas and Electricity Market Authority's regulated providers in the Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008 (S.I. 2008/1898, to which there are amendments not relevant to these regulations).