

Press Release

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Entry into Force of Dispute Resolution (Procedures) Regulations, 2016

New regulations have come into force that regulate procedures for resolution of disputes by the Regulator for Energy and Water Services. These regulations come into force following a consultation on the subject that the Regulator for Energy and Water Services carried out earlier this year.

One of the principal objectives of the Regulator for Energy and Water Services Act, which establishes the Regulator, is the regulation of energy and water services and resources to ensure greater focus on and increased consumer protection. The functions of Regulator are not restricted to the settlement of consumer disputes arising with traders only, but also extends to any matter relating to the resolution of any disputes and, or complaints, however so described, relating to any matter regulated by the Act, and hence includes also disputes arising between authorised service providers.

Therefore, the Dispute Resolution (Procedures) Regulations, 2016:

1. apply to the resolution of disputes arising between consumers and authorised providers as well as disputes arising between authorised providers and other authorised providers.
2. establish the procedure for the settlement of disputes and these will clarify and simplify matters for consumers.
3. provide a legal framework and clarity for both consumers and authorised providers for notifying disputes, and the manner in which such disputes are addressed.

The procedures established by the legal notice will confer a right at law to consumers to refer disputes to the Regulator if their complaint is not dealt with satisfactorily by an authorised provider. The mechanism facilitates the resolution of consumer complaints by establishing deadlines and a certain date for the resolution of the same.