

Annex 9 - Glossary

Term	Description
CCNI	The Consumer Council for Northern Ireland
DfE	The Department for the Economy
Electricity Distributor	Refers to any company with a licence to distribute electricity in Northern Ireland, namely Northern Ireland Electricity Networks
Electricity Order	The Electricity (Northern Ireland) Order 1992
Electricity Supplier	Refers to any company with a licence to supply electricity in Northern Ireland
GB	Great Britain
Gas GSS	Gas (Individual Standards of Performance) Regulations (Northern Ireland) 2014
GSS	Guaranteed Standards of Service
GSS Regulations	The Electricity (Standards of Performance) Regulations (Northern Ireland) 1993 (as last amended in 1999)
Northern Ireland Assembly	The devolved legislature for Northern Ireland
NI	Northern Ireland
NIE Networks	Northern Ireland Electricity Networks
OSP	Overall Standards of Performance
Storm Éowyn	The storm which Ireland and United Kingdom experienced on 24th January 2025
UR	The Utility Regulator
2023 Consultation	'Review of Electricity Guaranteed Standards of Service and Overall Standards of Performance' consultation paper as published by UR on 10 August 2023