



# Water Industry (Scotland) Act 2002

## 2002 asp 3

### PART 3

#### SCOTTISH WATER

#### *Codes of practice*

#### 26 Customer standards code

(1) In relation to services provided in the exercise of its core functions, Scottish Water must prepare and submit to the [<sup>F1</sup>Commission] a code of practice (a “customer standards code”) making provision—

- (a) as to its standards of performance in providing services to [<sup>F2</sup>persons whose premises are connected to the public water supply system or the public sewerage system (within the meaning of Part 2 of the Water Services etc. (Scotland) Act 2005 (asp 3)) or both] ,
- (b) for procedures for dealing with complaints by [<sup>F3</sup>those persons or persons whose premises have been, or might reasonably become, connected to either or both of those systems] ,
- (c) as respects the circumstances in which it will pay compensation if or in so far as those standards are not attained,
- (d) as respects such matters as are incidental to the provision made under paragraphs (a) to (c), and such supplemental matters (if any) as it thinks fit.

<sup>F4</sup>(2) .....

(3) Subject to subsection (1), Scottish Water may from time to time—

- (a) vary, or
- (b) revoke and replace,

its customer standards code, and must submit the varied or new code to the [<sup>F1</sup>Commission] .

(4) A customer standards code submitted to the [<sup>F1</sup>Commission] under subsection (1) or (3) comes into force only when it is approved in accordance with section 27.

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*Changes to legislation: There are currently no known outstanding effects for the Water Industry (Scotland) Act 2002, Section 26. (See end of Document for details)*

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- (5) Scottish Water must endeavour to comply with its approved customer standards code; but contravention of that code does not of itself give rise to any criminal or civil liability.
- (6) Scottish Water must publish the approved customer standards code and provide a copy of the code to any person who requests it.
- (7) The [<sup>F5</sup>Commission] —
  - (a) must monitor the compliance by Scottish Water with its approved customer standards code,
  - (b) may advise the Scottish Ministers on such compliance, and
  - (c) may require Scottish Water to review its customer standards code, or any provision of it, in such respects as the [<sup>F5</sup>Commission] may specify.

#### Textual Amendments

- F1** Words in s. 26(1)–(4) substituted (1.7.2005) by [Water Services etc. \(Scotland\) Act 2005 \(asp 3\), s. 37\(2\), sch. 5 para. 7\(1\)](#) (with s. 36); S.S.I. 2005/351, art. 2, sch. 2
- F2** Words in s. 26(1)(a) substituted (1.7.2005) by [Water Services etc. \(Scotland\) Act 2005 \(asp 3\), s. 37\(2\), sch. 5 para. 7\(4\)\(a\)\(i\)](#) (with s. 36); S.S.I. 2005/351, art. 2, sch. 2
- F3** Words in s. 26(1)(b) substituted (1.7.2005) by [Water Services etc. \(Scotland\) Act 2005 \(asp 3\), s. 37\(2\), sch. 5 para. 7\(4\)\(a\)\(ii\)](#) (with s. 36); S.S.I. 2005/351, art. 2, sch. 2
- F4** S. 26(2) repealed (1.7.2005) by [Water Services etc. \(Scotland\) Act 2005 \(asp 3\), s. 37\(2\), sch. 5 para. 7\(4\)\(b\)](#) (with s. 36); S.S.I. 2005/351, art. 2, sch. 2
- F5** Words in s. 26(7) substituted (1.7.2005) by [Water Services etc. \(Scotland\) Act 2005 \(asp 3\), s. 37\(2\), sch. 5 para. 7\(1\)](#) (with s. 36); S.S.I. 2005/351, art. 2, sch. 2

**Changes to legislation:**

There are currently no known outstanding effects for the Water Industry (Scotland) Act 2002, Section 26.