



# 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 Commissioner a code of practice (a “customer standards code”) making provision—
  - (a) as to its standards of performance in providing services to its customers,
  - (b) for procedures for dealing with complaints by its customers or its potential or former customers,
  - (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.
- (2) The customer standards code must be submitted to the Commissioner no later than the date on which Scottish Water first sends a charges scheme to the Commissioner under section 32(1).
- (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 Commissioner.
- (4) A customer standards code submitted to the Commissioner under subsection (1) or (3) comes into force only when it is approved in accordance with section 27.
- (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.

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*Status: This is the original version (as it was originally enacted).*

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- (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 Commissioner—
- (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 Commissioner may specify.