



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 [F¹Commission] a code of practice (a “customer standards code”) making provision—

- (a) as to its standards of performance in providing services to [F²persons 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 [F³those 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.

F⁴(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 [F¹Commission] .

(4) A customer standards code submitted to the [F¹Commission] under subsection (1) or (3) comes into force only when it is approved in accordance with section 27.

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)

- (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 [^{F5}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 [^{F5}Commission] may specify.

Annotations:

Amendments (Textual)

- 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

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