



Water Industry (Scotland) Act 2002

2002 asp 3

PART 3

SCOTTISH WATER

Codes of practice

27 Approval of customer standards code

- (1) The [^{F1}Commission] may, after consulting [^{F2}every water services provider and sewerage services provider and][^{F3}Consumer Scotland], approve a customer standards code submitted under section 26(1) or (3)—
 - (a) without modifications, or
 - (b) with such modifications as are agreed by the [^{F1}Commission] and Scottish Water.
- (2) Where—
 - (a) the [^{F1}Commission] is not prepared to give approval under subsection (1)(a), and
 - (b) Scottish Water does not agree to some or all of the modifications proposed by the [^{F1}Commission] under subsection (1)(b),the [^{F1}Commission] must send the code (with any modifications to it agreed by the [^{F1}Commission] and Scottish Water) to the Scottish Ministers.
- (3) Where 3 months have elapsed since the [^{F1}Commission] has received a customer standards code by virtue of section 26(1) or (3) and the [^{F1}Commission] has neither—
 - (a) given approval under subsection (1) of this section, nor
 - (b) sent the scheme to the Scottish Ministers under subsection (2) of this section,Scottish Water may require the [^{F1}Commission] to send it to the Scottish Ministers.
- (4) The Scottish Ministers may, after consulting [^{F4}every water services provider and sewerage services provider and][^{F5}Consumer Scotland], approve a code sent to them under subsection (2) or (3)—
 - (a) without modifications or further modifications, or

Changes to legislation: There are currently no known outstanding effects for the Water Industry (Scotland) Act 2002, Section 27. (See end of Document for details)

- (b) with such modifications as, after consulting Scottish Water and the [F1Commission] , they think fit.
- (5) Where the [F1Commission] approves a customer standards code under subsection (1), the [F1Commission] must send a copy of the code as so approved to the Scottish Ministers.
- (6) Where the Scottish Ministers approve a customer standards code under subsection (4), they must send a copy of the code as so approved to the [F1Commission].

Textual Amendments

- F1** Words in s. 27 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. 27(1) inserted (15.8.2011) by [Public Services Reform \(Scotland\) Act 2010 \(asp 8\)](#), **ss. 130(2)(a)**, 134(7)(8); S.S.I. 2011/278, art. 2(b)
- F3** Words in s. 27(1) substituted (10.11.2022) by [The Consumer Scotland \(Transfer of Functions\) Regulations 2022 \(S.S.I. 2022/296\)](#), reg. 1(1), **sch. para. 1(4)(a)** (with reg. 3)
- F4** Words in s. 27(4) inserted (15.8.2011) by [Public Services Reform \(Scotland\) Act 2010 \(asp 8\)](#), **ss. 130(2)(b)**, 134(7)(8); S.S.I. 2011/278, art. 2(b)
- F5** Words in s. 27(4) substituted (10.11.2022) by [The Consumer Scotland \(Transfer of Functions\) Regulations 2022 \(S.S.I. 2022/296\)](#), reg. 1(1), **sch. para. 1(4)(b)** (with reg. 3)

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