



Consumers, Estate Agents and Redress Act 2007

2007 CHAPTER 17

PART 1

THE NATIONAL CONSUMER COUNCIL

“Consumer”, “consumer matters” and “designated consumers”

3 “Consumer” and “consumer matters”

- (1) In this Part “consumer” and “consumer matters” have the meaning given by this section.
- (2) “Consumer” means—
 - (a) a person who purchases, uses or receives, in Great Britain, goods or services which are supplied in the course of a business carried on by the person supplying or seeking to supply them, or
 - (b) a person who purchases, uses or receives relevant postal services in Northern Ireland.
- (3) “Consumer” includes both an existing consumer and a future consumer.
- (4) For the purposes of subsection (2)—
 - (a) a person who uses services includes, in relation to relevant postal services, an addressee;
 - (b) “goods” includes land or an interest in land;
 - (c) “business” includes a profession and the activities of any government department, local or public authority or other public body.
- (5) “Consumer matters” means—
 - (a) the interests of consumers, and
 - (b) any matter connected with those interests.

4 “Designated consumers”

- (1) In this Part “designated consumers” means—
 - (a) consumers in relation to gas conveyed through pipes or electricity conveyed by distribution systems or transmission systems, and
 - (b) consumers in relation to relevant postal services.
- (2) The Secretary of State may, by order, amend subsection (1) so as—
 - (a) to make any description of consumers within subsection (3) “designated consumers” for the purposes of this Part;
 - (b) to provide for any description of consumers to cease to be “designated consumers” for those purposes.
- (3) The consumers within this subsection are consumers in England and Wales in relation to services provided by a water undertaker, a sewerage undertaker or a licensed water supplier, in its capacity as such.
- (4) Before making an order under subsection (2), the Secretary of State must consult—
 - (a) the Council,
 - (b) in the case of a relevant order, the Scottish Ministers,
 - (c) the Welsh Ministers, and
 - (d) such other persons as the Secretary of State considers appropriate.
- (5) For this purpose a “relevant order” is an order which relates to any description of—
 - (a) consumers in relation to gas conveyed through pipes or electricity conveyed by distribution systems or transmission systems, or
 - (b) consumers in relation to relevant postal services.