

---

STATUTORY INSTRUMENTS

---

**2008 No. 594**

**The Water Supply and Sewerage Services  
(Customer Service Standards) Regulations 2008**

**Notice of rights to be given to customers**

**16.**—(1) A relevant undertaker must, at least once in every financial year, give every customer to whom it sends an account in that year a detailed statement of the rights provided by these Regulations.

(2) If a relevant undertaker is aware that accounts to a customer cover the supply of water or sewerage services to other customers, it must—

- (a) give the customer enough copies of the statement referred to in paragraph (1) to enable the customer to give a copy to each of those other customers; or
- (b) send a copy of the statement to each of those other customers directly.