
STATUTORY INSTRUMENTS

2008 No. 594

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

Interpretation

4.—(1) In these Regulations—

“customer” includes—

- (a) a potential customer; and
- (b) an occupier of premises whose supply of water or sewerage services is the subject of a separate charge for which a person other than the occupier is liable,

but does not include a customer of a licensed water supplier;

“domestic premises” means premises used wholly or partly as a dwelling or intended for that use;

“outbuilding” means a shed, garage or similar building that is not attached to any other building other than another outbuilding;

“the WIA” means the Water Industry Act 1991(1); and

“working day” means any day that is not a Saturday, a Sunday, Christmas Day, Good Friday nor a bank holiday under the Banking and Financial Dealings Act 1971(2).

(2) For the purposes of these Regulations, a licensed water supplier is not a customer of a water undertaker that supplies water to it.

(1) 1991 c. 56.

(2) 1971 c. 80.

Changes to legislation:

There are outstanding changes not yet made by the legislation.gov.uk editorial team to The Water Supply and Sewerage Services (Customer Service Standards) Regulations 2008. Any changes that have already been made by the team appear in the content and are referenced with annotations.

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Changes and effects yet to be applied to :

- reg. 4 word omitted by [S.I. 2017/246 reg. 4\(a\)](#)
- reg. 4(2) omitted by [S.I. 2017/246 reg. 4\(b\)](#)

Changes and effects yet to be applied to the whole Instrument associated Parts and Chapters:

Whole provisions yet to be inserted into this Instrument (including any effects on those provisions):

- Pt. 1 regs. 1-4 renumbered as Pt. 1 regs. 1-4 by [S.I. 2017/246 reg. 3](#)
- Pt. 2 inserted by [S.I. 2017/246 reg. 5](#)
- Pt. 3 inserted by [S.I. 2017/246 reg. 7](#)
- Pt. 4 reg. 18 renumbered as Pt. 4 reg. 18 by [S.I. 2017/246 reg. 8](#)