



# Water Industry (Scotland) Act 2002

## 2002 asp 3

### PART 1

#### WATER INDUSTRY COMMISSIONER AND CUSTOMER PANELS

#### **2 Water Customer Consultation Panels**

- (1) The Scottish Ministers shall by order establish panels of individuals to be known as Water Customer Consultation Panels (each referred to in this Part as a “Customer Panel”).
- (2) An order under subsection (1) must, in relation to each Customer Panel established by it, specify, or make provision for determining—
  - (a) the area for which the Panel is established, and
  - (b) the number of members of the Panel.
- (3) Each Customer Panel is to have the general function of representing the views and interests of the customers of Scottish Water in the Panel’s area in relation to the provision of services by Scottish Water in the exercise of its core functions.
- (4) A Customer Panel must—
  - (a) publish reports on any matter it considers relevant to the interests of those customers in relation to such provision,
  - (b) make such recommendations as it considers appropriate to the Commissioner as to the promotion of the interests of those customers in relation to such provision, either generally or in relation to any specific matter.
- (5) In exercising functions in relation to Scottish Water, the Commissioner must have regard to—
  - (a) any representations made to the Commissioner by a Customer Panel,
  - (b) any reports published under subsection (4)(a), and
  - (c) any recommendations made under subsection (4)(b).
- (6) Part 2 of schedule 1 makes further provision about the Customer Panels.