



Water Industry (Scotland) Act 2002

2002 asp 3

PART 3

SCOTTISH WATER

Codes of practice

27 Approval of customer standards code

- (1) The Commissioner may, after consulting each Water Customer Consultation Panel, 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 Commissioner and Scottish Water.
- (2) Where—
 - (a) the Commissioner 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 Commissioner under subsection (1)(b),the Commissioner must send the code (with any modifications to it agreed by the Commissioner and Scottish Water) to the Scottish Ministers.
- (3) Where 3 months have elapsed since the Commissioner has received a customer standards code by virtue of section 26(1) or (3) and the Commissioner 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 Commissioner to send it to the Scottish Ministers.
- (4) The Scottish Ministers may, after consulting each Water Customer Consultation Panel, approve a code sent to them under subsection (2) or (3)—
 - (a) without modifications or further modifications, or
 - (b) with such modifications as, after consulting Scottish Water and the Commissioner, they think fit.

Status: This is the original version (as it was originally enacted).

- (5) Where the Commissioner approves a customer standards code under subsection (1), the Commissioner 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 Commissioner.