



# Competition and Service (Utilities) Act 1992

## CHAPTER 43

### COMPETITION AND SERVICE (UTILITIES) ACT 1992

#### PART I

##### STANDARDS OF PERFORMANCE AND SERVICE TO CUSTOMERS

###### *Telecommunications*

- 1 Standards of performance.
- 2 Information with respect to levels of performance.
- 3 Information to be given to customers about overall performance.
- 4 Procedures for dealing with complaints.
- 5 Disputes about discrimination etc. in fixing charges.
- 6 Billing disputes.
- 7 Deposits.
- 8 Disconnections.
- 9 Enforcement of standards of performance, etc.
- 10 Interpretation.

###### *Gas supply*

- 11 Standards of performance.
- 12 Information with respect to levels of performance.
- 13 Information to be given to customers about overall performance.
- 14 Procedures for dealing with complaints.
- 15 Promotion of efficient use of gas.
- 16 Determination of disputes.
- 17 Billing disputes.
- 18 Preliminary investigation of disputes by Gas Consumers' Council

*Changes to legislation: There are currently no known outstanding effects for the Competition and Service (Utilities) Act 1992. (See end of Document for details)*

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19 Disconnections.

*Electricity supply*

- 20 Research concerning views of customers.
- 21 Information to be given to customers about overall performance.
- 22 Procedures for dealing with complaints.
- 23 Billing disputes.
- 24 Compliance with standards of overall performance.
- 25 Determination of disputes by Director: interim directions.

*Water supply*

- 26 Research concerning views of customers.
- 27 Information with respect to levels of performance.
- 28 Information to be given to customers about overall performance.
- 29 Procedures for dealing with complaints.

*Sewerage services*

- 30 Research concerning views of customers.
- 31 Information with respect to levels of performance.
- 32 Information to be given to customers about overall performance.
- 33 Procedures for dealing with complaints.

*Water supply and sewerage services*

- 34 Determination of disputes by the Director.
- 35 Reference of certain disputes to the Director.
- 36 Billing disputes.

**PART II**

COMPETITION

*Gas supply*

- 37 The 25,000 therm limits.
- 38 Conveyance and storage of gas.

*Water supply and sewerage services*

- 39 Mergers of water undertakers.
- 40 Inset appointments.
- 41 The domestic supply duty
- 42 Transitional provision with respect to replacement appointments.
- 43 Connections with water mains and communications with sewers.
- 44 Bulk supplies of water.
- 45 New connections with public sewers.
- 46 Discharges into and from public sewers.
- 47 Pipe-laying by water or sewerage undertaker in area of another such undertaker.

**PART III**

MISCELLANEOUS AND SUPPLEMENTAL

- 48 Compliance orders against public gas suppliers.

**Changes to legislation:** There are currently no known outstanding effects for the Competition and Service (Utilities) Act 1992. (See end of Document for details)

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- 49 Telecommunications: powers to make regulations.
- 50 Protection of interests of customers of water and sewerage undertakers.
- 51 Conditions for connections with water mains and for supplies of water.
- 52 Water supply and sewerage services: powers to make regulations.
- 53 Meters for disabled persons.
- 54 Corresponding provision for Northern Ireland.
- 55 Expenses.
- 56 Short title, commencement and extent, etc.

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## SCHEDULES

### SCHEDULE 1 — Minor and Consequential Amendments

#### *The Telecommunications Act 1984 (c.12)*

- 1 In section 3 of the Telecommunications Act 1984 (general duties...
- 2 In section 53(6) of the Act of 1984 (power to...
- 3 In section 101 of the Act of 1984 (general restrictions...
- 4 In section 104(1) of the Act of 1984 (orders under...

#### *The Gas Act 1986 (c.44)*

- 5 .....
- 6 .....
- 7 In section 38(1) of the Act of 1986 (power to...
- 8 In section 42 of the Act of 1986 (general restrictions...
- 9 (1) The amendments set out in sub-paragraphs (2) and (3)...
- 10 In section 48(1) of the Act of 1986 (interpretation of...

#### *The Electricity Act 1989 (c.29)*

- 11 In section 23 of the Electricity Act 1989 (determination of...
- 12 In section 25 of the Act of 1989 (orders for...
- 13 In section 28(1) of the Act of 1989 (power to...
- 14 In section 39 of the Act of 1989 (electricity supply:...
- 15 In section 41 of the Act of 1989 (promotion of...
- 16 In Schedule 7 to the Act of 1989 (use of...

#### *The Water Industry Act 1991 (c.56)*

- 17 In section 8 of the Water Industry Act 1991 (procedure...
- 18 In section 38 of the Act of 1991 (standards of...
- 19 (1) The amendments set out in sub-paragraphs (2) and (3)...
- 20 In section 52 of the Act of 1991 (the domestic...
- 21 In section 64 of the Act of 1991 (supply of...
- 22 In section 65(9) of the Act of 1991 (duties of...
- 23 In section 79(6) of the Act of 1991 (local authority...
- 24 In section 95 of the Act of 1991 (standards of...
- 25 (1) The amendments set out in sub-paragraphs (2) and (3)...
- 26 In section 98(4) of the Act of 1991 (breach of...
- 27 In section 206(4)(a) of the Act of 1991 (restriction on...
- 28 In section 213(2) of the Act of 1991 (powers to...
- 29 In paragraph 1(3) of Schedule 12 to the Act of...
- 30 In paragraph 4(2) of that Schedule (disputes about compensation for...

**Changes to legislation:** There are currently no known outstanding effects for the Competition and Service (Utilities) Act 1992. (See end of Document for details)

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31 In paragraph 4(3) of that Schedule (compensation claims)—

SCHEDULE 2 — Repeals

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