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**Changes to legislation:** *Water Act 2014, Paragraph 45 is up to date with all changes known to be in force on or before 18 May 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes*

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## SCHEDULES

### SCHEDULE 7

#### FURTHER AMENDMENTS

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

- 45 (1) Section 29 (consumer complaints) is amended as follows.
- (2) In subsection (1)—
- (a) for “or a licensed water supplier” there is substituted “, a water supply licensee or a sewerage licensee”;
  - (b) for “by that licensed water supplier” there is substituted “ by that water supply licensee or that sewerage licensee ”.
- (3) In subsection (5)(a), for the words from “by a licensed water supplier” to “Wales” there is substituted “—
- (i) by a water supply licensee using the supply system of a water undertaker whose area is wholly or mainly in Wales,  
or
  - (ii) by a sewerage licensee using the supply system of a sewerage undertaker whose area is wholly or mainly in Wales”.
- (4) In subsections (8)(a) and (b) and (9), for “or the licensed water supplier” there is substituted “, the water supply licensee or the sewerage licensee ”.

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#### **Commencement Information**

**II** Sch. 7 para. 45 in force at 1.4.2016 by S.I. 2016/465, art. 2(m), **Sch. 1 para. 1(k)** (with Sch. 2)

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**Changes and effects yet to be applied to :**

- specified provision(s) amendment to earlier commencing S.I. 2017/1288, art. 3(c)(d) by [S.I. 2019/706 art. 2](#)
- specified provision(s) amendment to earlier commencing S.I. 2017/462, arts. 4, 5 by [S.I. 2017/926 art. 2](#)