



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.
- [^{F1}(3) Each Customer Panel is, in relation to the provision of services by Scottish Water in the exercise of its core functions, to have the general function of representing the views and interests of persons whose premises are in the Panel's area and—
 - (a) are connected to the public water supply system or the public sewerage system (within the meaning of Part 2 of the Water Services etc. (Scotland) Act 2005 (asp 3)) or both, or
 - (b) might reasonably become connected to either or both of those systems.
- (4) A Customer Panel—
 - (a) must publish reports on any matter it considers relevant to the interests of those persons in relation to such provision,
 - (b) may make recommendations to the Commission as to the promotion of the interests of those persons in relation to such provision, either generally or in relation to any specific matter,
 - (c) may make recommendations, on any matter it considers relevant to the interests of those persons to—
 - (i) the Scottish Ministers,
 - (ii) the Drinking Water Quality Regulator for Scotland, and
 - (iii) the Scottish Environment Protection Agency,

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Changes to legislation: There are currently no known outstanding effects for the Water Industry (Scotland) Act 2002, Section 2. (See end of Document for details)

in connection with such of their functions as are exercisable in relation to such provision, and

(d) may make recommendations to Scottish Water on any matter it considers relevant to the interests of those persons in relation to such provision.

(5) Scottish Water must have regard to—

- (a) any representations made to it by a Customer Panel, and
- (b) any recommendations made to it under subsection (4).

(5A) Any other persons to whom—

- (a) any representations are made by a Customer Panel, or
- (b) any recommendations are made under subsection (4),

must, in exercising functions in relation to Scottish Water, have regard to the representations or (as the case may be) recommendations.

(5B) A Customer Panel—

- (a) must publish a summary of any representations it makes under subsection (3) and of any recommendations it makes under subsection (4), and
- (b) may do so by including the summary in a report.

(5C) Any persons to whom recommendations are made under subsection (4) must, within 6 months of receipt, publish a summary of their responses to the recommendations.

(5D) Two or more Customer Panels may exercise their functions under subsections (4) and (5B) jointly.]

(6) Part 2 of schedule 1 makes further provision about the Customer Panels.

Textual Amendments

F1 S. 2(3)-(5D) substituted for s. 2(3)-(5) (1.4.2006) by [Water Services etc. \(Scotland\) Act 2005 \(asp 3\)](#), [ss. 3\(1\), 37\(2\)](#) (with [s. 36](#)); [S.S.I. 2006/167](#), [art. 2](#), [sch. 1](#)

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