



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

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

- 49 Telecommunica- tions: 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

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 In section 4 of the Gas Act 1986 (general duties...
- 6 In section 28 of the Act of 1986 (orders for...
- 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...

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

SCHEDULE 2 — Repeals