



# Competition and Service (Utilities) Act 1992

## 1992 CHAPTER 43

### PART I

#### STANDARDS OF PERFORMANCE AND SERVICE TO CUSTOMERS

##### *Water supply*

#### **28 Information to be given to customers about overall performance.**

The following section shall be inserted in the <sup>M1</sup>Water Industry Act 1991, after section 39—

##### **“39A Information to be given to customers about overall performance.**

- (1) Each water undertaker shall, in such form and manner and with such frequency as the Director may direct, take steps to inform its customers of—
  - (a) the standards of overall performance established under section 38(1)(b) above which are applicable to that undertaker; and
  - (b) that undertaker’s level of performance as respects each of those standards.
- (2) In giving any such direction, the Director shall not specify a frequency of less than once in every period of twelve months.
- (3) The duty of a water undertaker to comply with this section shall be enforceable by the Director under section 18 above.”

#### **Commencement Information**

- II** S. 28 wholly in force at 1.7.1992 see s. 56(2) and Competition and Service (Utilities) Act 1992 (Commencement No. 1) Order 1992, art. 3, Sch. Pt. I.

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*Status: Point in time view as at 01/07/1992.*

*Changes to legislation: There are currently no known outstanding effects for the  
Competition and Service (Utilities) Act 1992, Section 28. (See end of Document for details)*

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**Marginal Citations**

**M1** 1991 c. 56.

**Status:**

Point in time view as at 01/07/1992.

**Changes to legislation:**

There are currently no known outstanding effects for the Competition and Service (Utilities) Act 1992, Section 28.