



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 ^{M1}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.

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)

Marginal Citations

M1 1991 c. 56.

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