



Local Government etc. (Scotland) Act 1994

1994 CHAPTER 39

PART II

WATER AND SEWERAGE REORGANISATION

[^{F1} The Water Industry Commissioner for Scotland]

68 Functions of Customers Council.

^{F1}(1)

^{F2}(2) The Commissioner shall investigate any complaint made to him, or to the appropriate Consultative Committee, by a current, potential or former customer of a new water and sewerage authority, as respects a function of that authority (whether as a water authority or as a sewerage authority).

(2A) The Commissioner need not investigate such a complaint if—

- (a) the complainer has not pursued the complaint with the authority, or
- (b) it appears to the Commissioner that the complaint is vexatious or frivolous.]

(3) ^{F3} . . ., Where the [^{F4}Commissioner] considers it appropriate to do so in connection with a complaint investigated by [^{F4}him] under subsection (2) above, [^{F4}he] shall make representations on behalf of the complainer to the authority in question about any matter—

- (a) to which the complaint relates; or
- (b) which appears to [^{F4}him] to be relevant to the subject matter of the complaint.

(4) The [^{F5}Commissioner] shall advise the Secretary of State on any matter which appears to [^{F5}either of them], to relate to—

- (a) the standard of service provided by a new water and sewerage authority to their customers; or

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Changes to legislation: There are currently no known outstanding effects for the Local Government etc. (Scotland) Act 1994, Section 68. (See end of Document for details)

- (b) the manner in which such authority conduct their relations with their customers or potential or former customers.
- (5) The [^{F6}Commissioner] shall have power to do anything which is calculated to facilitate, or is incidental or conducive to, the performance of any of [^{F6}his] functions under this Act; ^{F7} . . .

Textual Amendments

- F1** S. 68(1) repealed (1.11.1999) by 1999 c. 9, s. 15(1)(2), Sch. 3 Pt. II para. 10(2), **Sch. 4 Pt. II**; S.S.I. 1999/133, **art. 2(b)(c)(e)(f)**
- F2** S. 68(2)(2A) substituted for s. 68(2) (1.11.1999) by 1999 c. 9, s. 15(1), **Sch. 3 Pt. II para. 10(3)**; S.S.I. 1999/133, **art. 2(b)(e)**
- F3** Words in s. 68(3) repealed (1.11.1999) by 1999 c. 9, s. 15(1)(2), Sch. 3 Pt. II para. 10(4)(a), **Sch. 4 Pt. II**; S.S.I. 1999/133, **art. 2(b)(c)(e)(f)**
- F4** Words in s. 68(3) substituted (1.11.1999) by 1999 c. 9, s. 15(1), **Sch. 3 Pt. II para. 10(4)(b)(c)(d)**; S.S.I. 1999/133, **art. 2(b)(e)**
- F5** Words in s. 68(4) substituted (1.11.1999) by 1999 c. 9, s. 15(1), **Sch. 3 Pt. II para. 10(5)(a)(b)**; S.S.I. 1999/133, **art. 2(b)(e)**
- F6** Words in s. 68(5) substituted (1.11.1999) by 1999 c. 9, s. 15(1), **Sch. 3 Pt. II para. 10(6)(a)(b)**; S.S.I. 1999/133, **art. 2(b)(e)**
- F7** Words in s. 68(5) repealed (1.11.1999) by 1999 c. 9, s. 15(1)(2), Sch. 3 Pt. II para. 10(6)(c), **Sch. 4 Pt. II**; S.S.I. 1999/133, **art 2(b)(c)(e)(f)**

Commencement Information

- I1** S. 68 wholly in force at 1.4.1996; s. 68 not in force at Royal Assent see s. 184(2); s. 68(1)(4)(5) in force at 30.10.1995 by S.I. 1995/2866, **art. 2(b)**; s. 68(2)(3) in force at 1.4.1996 by S.I. 1996/323, art. 4(1)(a), **Sch. 1**

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