



Local Government etc. (Scotland) Act 1994

1994 CHAPTER 39

PART II

WATER AND SEWERAGE REORGANISATION

Protection of customers' interests etc.

68 Functions of Customers Council

- (1) For the purpose mentioned in section 67(1) of this Act, the Customers Council shall—
 - (a) keep under review all matters appearing to it to affect the interests of customers or potential or former customers of the new water and sewerage authorities;
 - (b) consult each authority about such of those matters as appear to affect the interests of the customers or potential or former customers of that authority; and
 - (c) make such representations as it considers appropriate to those authorities, or as the case may be to that authority, about any such matter.
- (2) The Customers Council shall investigate any complaint made to it by a customer or potential or former customer of a new water and sewerage authority, as respects a function of that authority (whether as water authority or as sewerage authority), unless it appears to the Council that the complaint is vexatious or frivolous.
- (3) Without prejudice to subsection (1)(c) above, where the Customers Council considers it appropriate to do so in connection with a complaint investigated by it under subsection (2) above, it 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 the Council to be relevant to the subject matter of the complaint.

Status: This is the original version (as it was originally enacted).

- (4) The Customers Council shall advise the Secretary of State on any matter which appears to the Council, or to him, to relate to—
- (a) the standard of service provided by a new water and sewerage authority to their customers; or
 - (b) the manner in which any such authority conduct their relations with their customers or potential or former customers.
- (5) The Customers Council shall have power to do anything which is calculated to facilitate, or is incidental or conducive to, the performance of any of its functions under this Act; and without prejudice to that generality, or to section 70(2) of this Act, may make such arrangements as it thinks fit to inform customers and potential or former customers of the new water and sewerage authorities about matters affecting, or likely to affect, their interests.