
STATUTORY INSTRUMENTS

1989 No. 1159

WATER, ENGLAND AND WALES

**The Water Supply and Sewerage Services
(Customer Service Standards) Regulations 1989**

<i>Made</i>	- - - -	<i>6th July 1989</i>
<i>Laid before Parliament</i>		<i>7th July 1989</i>
<i>Coming into force</i>		<i>1st September 1989</i>

**THE WATER SUPPLY AND SEWERAGE SERVICES
(CUSTOMER SERVICE STANDARDS) REGULATIONS 1989**

1. Citation and commencement
 2. Interpretation
 3. Keeping appointments
 4. Account queries and requests about payment arrangements
 5. Complaints about water or sewerage services
 6. Notice of interruption of supply
 7. Entitlement to a payment or credit where supply not duly restored
 8. Notice of rights to be given to customers
 9. General exclusion where customer in arrears
 10. Payments not to affect other legal liabilities
 11. Reference of disputes to the Director General of Water Services
- Signature
Explanatory Note