
STATUTORY INSTRUMENTS

1989 No. 1159

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

Entitlement to a payment or credit where supply not duly restored

7.—(1) This regulation applies where the supply of water to domestic premises is interrupted or cut off by the undertaker as described in regulation 6.

(2) Where this regulation applies the undertaker shall, except in the circumstances described in paragraph (4), pay to the customer (or credit to his account) the sum of £5—

- (a) if the supply of water to the premises is not restored by the time specified for the restoration of that supply in a notice given in accordance with regulation 6(1);
- (b) where the supply is interrupted or cut off in such circumstances as are mentioned in regulation 6(2) because of a leak or burst in a strategic main, if the supply is not restored within 72 hours from the time when the undertaker first became aware of the interruption or the supply was cut off;
- (c) where the supply is interrupted or cut off as mentioned in sub-paragraph (b) and there is no such leak or burst as is so mentioned, if the supply is not restored within 24 hours from the time when the undertaker first became aware of the interruption or the supply was cut off.

(3) When a sum of £5 falls to be paid or credited to a customer by virtue of paragraph (2), the undertaker shall, except in the circumstances described in paragraph (4), pay to that customer a further sum of £5 in respect of each further complete period of 24 hours during which the supply remains unrestored.

(4) The circumstances described in this paragraph are—

- (i) that severe weather conditions or industrial action by the employees of the undertaker or the act or default of a person other than an officer, employee or agent of the undertaker or a person acting on behalf of its agent precluded the restoration of the supply within the relevant period;
or
- (ii) in a case described in paragraph (2)(b) or (c), circumstances which were so exceptional that it would be unreasonable to have expected the supply to be restored within the relevant period; or
- (iii) that the customer has not made a written claim for a payment under this regulation within 3 months following the date on which the supply was cut off.

(5) This regulation does not apply where a supply is interrupted or cut off because of drought.