
STATUTORY INSTRUMENTS

2008 No. 594

WATER INDUSTRY, ENGLAND AND WALES

**The Water Supply and Sewerage Services
(Customer Service Standards) Regulations 2008**

<i>Made</i>	- - - -	<i>4th March 2008</i>
<i>Laid before Parliament</i>		<i>10th March 2008</i>
<i>Laid before the National Assembly for Wales</i>		<i>10th March 2008</i>
<i>Coming into force</i>		<i>1st April 2008</i>

**THE WATER SUPPLY AND SEWERAGE SERVICES
(CUSTOMER SERVICE STANDARDS) REGULATIONS 2008**

1. Citation
 2. Commencement
 3. Extent
 4. Interpretation
 5. Exclusions
 6. Keeping of appointments
 7. Complaints, account queries and requests about payment arrangements
 8. Notice of interruption of supply
 9. Entitlement to payment or credit where supply not restored as promised
 10. Pressure standard
 11. Flooding from sewers—internal flooding of buildings
 12. Flooding from sewers—external flooding
 13. Timing of payments
 14. Means of payment, including where customer is in arrears
 15. Payments not to affect other legal liabilities
 16. Notice of rights to be given to customers
 17. Reference of disputes to the Authority
 18. Revocation
- Signature

Changes to legislation: There are outstanding changes not yet made by the legislation.gov.uk editorial team to The Water Supply and Sewerage Services (Customer Service Standards) Regulations 2008. Any changes that have already been made by the team appear in the content and are referenced with annotations. (See end of Document for details) [View outstanding changes](#)

Explanatory Note

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Changes and effects yet to be applied to :

- reg. 4 word omitted by [S.I. 2017/246 reg. 4\(a\)](#)
- reg. 4(2) omitted by [S.I. 2017/246 reg. 4\(b\)](#)
- reg. 5-17 words substituted by [S.I. 2017/246 reg. 6\(a\)](#)
- reg. 5-17 words substituted by [S.I. 2017/246 reg. 6\(b\)](#)
- reg. 5-17 words substituted by [S.I. 2017/246 reg. 6\(c\)](#)
- reg. 5-17 words substituted by [S.I. 2017/246 reg. 6\(d\)](#)

Changes and effects yet to be applied to the whole Instrument associated Parts and Chapters:

Whole provisions yet to be inserted into this Instrument (including any effects on those provisions):

- Pt. 1 regs. 1-4 renumbered as Pt. 1 regs. 1-4 by [S.I. 2017/246 reg. 3](#)
- Pt. 2 inserted by [S.I. 2017/246 reg. 5](#)
- Pt. 3 inserted by [S.I. 2017/246 reg. 7](#)
- Pt. 4 reg. 18 renumbered as Pt. 4 reg. 18 by [S.I. 2017/246 reg. 8](#)