
STATUTORY INSTRUMENTS

2017 No. 246

The Water Supply and Sewerage Services (Customer Service Standards) (Amendment) Regulations 2017

Amendments to the principal Regulations

5. After regulation 4 insert—

“PART 2

Customer service standards for Welsh undertakers

Interpretation of Part 2

- 4A.—(1)** In this Part—

“customer” includes—

- (a) a potential customer; and
- (b) an occupier of premises whose supply of water or sewerage services is the subject of a separate charge for which a person other than the occupier is liable; but does not include a customer of a water supply licensee;

“Welsh undertaker” means a water or sewerage undertaker whose area is wholly or mainly in Wales and a “Welsh water undertaker” and “Welsh sewerage undertaker” is to be construed accordingly.

- (2) For the purposes of this Part, a water supply licensee is not a customer of a water undertaker that supplies water to it.”