STATUTORY INSTRUMENTS

2025 No. 662

WATER INDUSTRY, ENGLAND AND WALES

The Water Supply and Sewerage Services (Customer Service Standards) (Amendment) Regulations 2025

Made - - - -	*9th June 2025*
Laid before Parliament	*10th June 2025*
Coming into force in accordance with regulation 1(2) and (3)	

The Secretary of State makes these Regulations in exercise of the powers conferred by sections 38(2) to (4), 38ZA(2) to (4), 95(2) to (4), 95ZA(2) to (4) and 213(2)(a), (d), (e) and (f) of the Water Industry Act 1991(**a**) ("the 1991 Act").

In accordance with sections 39(4)(b) and 96(4)(b) of the 1991 Act (including as applied by sections 39ZA and 96ZA of that Act, respectively), the Secretary of State considers that there are exceptional reasons why it is in the public interest that these Regulations should be made.

Before giving a notice under sections 39(5)(a) and 96(5)(a) of the 1991 Act (including those sections as applied by sections 39ZA and 96ZA of that Act, respectively), in accordance with sections 39(7) and 96(7) of that Act the Secretary of State arranged for such research as the Secretary of State considered appropriate with a view to discovering the views of a representative sample of persons likely to be affected by these Regulations ("the relevant research").

The Secretary of State has, in accordance with sections 39(5), (6) and (8) and 96(5), (6) and (8) of the 1991 Act (including those sections as applied by sections 39ZA and 96ZA of that Act, respectively), given notice of the proposals for these Regulations and considered the results of the relevant research and every representation or objection with respect to the proposals which has been duly made and not withdrawn.

(**a**) 1991 c. 56. Section 38(4) was amended by section 36 of the Water Act 2003 (c. 37) ("the 2003 Act"). Section 38ZA was inserted by section 29 of the Water Act 2014 (c. 21) ("the 2014 Act"). See section 38ZA(6) for the meaning of "the Minister" and "prescribed" for the purposes of that section. Section 95 was amended by section 36 of the 2003 Act. Section 95ZA was inserted by section 30 of the 2014 Act. Relevant amendments were made to section 213(2) by section 36 of the 2003 Act. See section 219 for the meaning of "prescribed". The functions under sections 38 and 95 of the Water Industry Act 1991 in relation to water undertakers and sewerage undertakers whose areas are wholly or mainly in Wales and the functions under section 213 of that Act were conferred on the National Assembly for Wales by the National Assembly for Wales (Transfer of Functions) Order 1999, S.I. 1999/672, article 2(a), Schedule 1 (as amended by the National Assembly for Wales (Transfer of Functions) Order 2000, S.I. 2000/253, article 4, Schedule 3(e)). By virtue of section 162 of, and paragraph 30 of Schedule 11 to, the Government of Wales Act 2006 (c. 32), functions conferred on the National Assembly for Wales are now exercisable by the Welsh Ministers.

Citation, commencement and extent

1.—(1) These Regulations may be cited as the Water Supply and Sewerage Services (Customer Service Standards) (Amendment) Regulations 2025.

(2) The following provisions come into force on 1st October 2025—

(a) regulation 4(c) (amendment of regulation 17A of the 2008 Regulations: new definition of "valid claim");

(b) regulation 6(2) (amendment of regulation 17C of the 2008 Regulations: circumstances which may trigger payments);

(c) regulation 7(2) to (6) and (9) to (11) (amendment of regulation 17D of the 2008 Regulations: validity of claims etc);

(d) regulation 13(1), in so far as it inserts new regulations 17IA to 17IE of the 2008 Regulations;

(e) regulation 15(a) (consequential amendment of regulation 17K of the 2008 Regulations);

(f) regulation 16 (consequential amendment of regulation 17N of the 2008 Regulations);

(g) regulation 18 (savings: matters arising on or after 2nd July 2025 but before 1st October 2025);

(h) regulation 20 (transitional provisions: statements of communication methods).

(3) Otherwise these Regulations come into force on 2nd July 2025.

(4) These Regulations extend to England and Wales only.

Meaning of "the 2008 Regulations"

2. In these Regulations "the 2008 Regulations" means the Water Supply and Sewerage Services (Customer Service Standards) Regulations 2008(**a**).

Amendment of Part 3 of the 2008 Regulations

3. Part 3 of the 2008 Regulations (customer service standards for English service providers and English wholesalers) is amended in accordance with regulations 4 to 16.

Amendment of regulation 17A

4. In regulation 17A (interpretation of Part 3)—

(a) after the definition of "customer" insert—

""English duty-holder" means—

(a) an English service provider, or

(b) an English wholesaler;";

(b) after the definition of "English wholesaler" insert—

""EW sewer" means a sewer which is vested in an English sewerage wholesaler;

"non-domestic outbuilding" means an outbuilding which is not part of domestic premises;";

(c) after the definition of "sewerage system" insert—

""valid claim" means a claim by a customer (however made) for a payment under regulation 17E, 17F, 17G or 17H which—

(**a**) S.I. 2008/594, amended by S.I. 2017/246.

(a) includes the name of the customer and at least one of the following—

(i) an address for correspondence;

(ii) an email address for correspondence;

(iii) a contact telephone number;

(b) includes, if not given as an address for correspondence in accordance with paragraph (a)(i)—

(i) in the case of a claim for a payment under regulation 17E, 17F or 17G, the address of the premises in respect of which the customer is supplied with water;

(ii) in the case of a claim for a payment under regulation 17H, the address of, or other means of identifying, the premises to which the claim relates,

(c) describes the event which is, or events which are, considered to trigger the requirement for a payment, and

(d) states when the event or events occurred**;**".

Amendment of regulation 17B

5. In regulation 17B (exclusions) for "English service provider or English wholesaler", in both places it appears, substitute "English duty-holder".

Amendment of regulation 17C

6.—(1) Regulation 17C (keeping of appointments) is amended as follows.

(2) For paragraph (1) substitute—

"(1) This regulation applies if a representative of an English duty-holder is to visit a customer's premises in connection with the provision of water supply services or sewerage services other than in emergency circumstances.

(1A) A representative of an English duty-holder is to visit a customer's premises in emergency circumstances if—

(a) the issue must be resolved urgently or outside the English duty-holder's normal working hours (or both), and

(b) to enable the issue to be so resolved, the visit must take place—

(i) with less than 24 hours' notice;

(ii) on a day which is not a working day; or

(iii) during any period on a working day which is outside the English duty-holder's normal working hours.

(1B) For the purposes of paragraph (1A), an English duty-holder's normal working hours on a working day include the periods that the duty-holder specifies as the morning and the afternoon for a visit on that working day in accordance with paragraph (3)(d).".

(3) In paragraph (2) for "English service provider or English wholesaler" substitute "English duty-holder".

(4) In paragraph (3)(d) for "English service provider or English wholesaler" substitute "English duty-holder".

(5) In paragraph (4)—

(a) for sub-paragraph (a) substitute—

"(a) the English service provider must pay the customer £40, if the English duty-holder gives a notice that is not in accordance with paragraph (3);

(aa) the English service provider must pay the customer £50 if—

(i) a representative does not attend the premises on the date specified in the notice; or

(ii) a representative attends the premises on the date specified in the notice but not during (as the case may be)—

(aa) the period of two hours specified in the notice;

(bb) the period specified in the notice as "the morning"; or

(cc) the period specified in the notice as "the afternoon";";

(b) in sub-paragraph (b), after "sub-paragraph (a)" insert "or (aa)".

(6) Omit paragraph (5).

(7) In paragraph (6)—

(a) in sub-paragraph (b), for "English service provider or English wholesaler" substitute "English duty-holder";

(b) in sub-paragraph (c), for "English service provider or English wholesaler" substitute "English duty-holder".

(8) In paragraph (7)—

(a) in sub-paragraph (b)(i), for "English service provider or the English wholesaler" substitute "English duty-holder";

(b) in sub-paragraph (c)(i), for "English wholesaler or the English service provider" substitute "English duty-holder".

(9) In paragraph (8) for "English service provider or the English wholesaler" substitute "English duty-holder".

Amendment of regulation 17D

7.—(1) Regulation 17D (complaints, account queries and requests about payment arrangements) is amended as follows.

(2) In paragraph (1)—

(a) for sub-paragraphs (a) to (c) substitute—

"(a) an English service provider receives a valid complaint from a customer about the supply of water or the provision of sewerage services by the provider;

(b) an English wholesaler receives a valid complaint from a customer about the water supply system or sewerage system of the wholesaler; or

(c) an English service provider, apart from in cases of self-supply, receives—

(i) a valid query from a customer about the correctness of an account for the supply of water or the provision of sewerage services; or

(ii) a valid request from a customer for a change to payment arrangements.".

(3) After paragraph (1) insert—

"(1A) In this regulation—

"valid complaint" means a complaint (however made) which—

(a) includes the name of the customer and at least one of the following—

(i) an address for correspondence;

(ii) an email address for correspondence;

(iii) a contact telephone number;

(b) includes, if not given as an address for correspondence under paragraph (a), the address of the premises in respect of which the customer is supplied with water or, as the case may be, provided with sewerage services; and

(c) describes the particular event or issue to which it relates;

"valid query" means a query (however made) which—

(a) includes the name of the customer and at least one of the following—

(i) an address for correspondence;

(ii) an email address for correspondence;

(iii) a contact telephone number;

(b) includes, if not given as an address for correspondence under paragraph (a) the address of, or other means of identifying, the premises to which it relates; and

(c) describes what is being queried;

"valid request" means a request (however made) which—

(a) includes the name of the customer and at least one of the following—

(i) an address for correspondence;

(ii) an email address for correspondence;

(iii) a contact telephone number;

(b) includes, if not given as an address for correspondence under paragraph (a), the address of the premises in respect of which the customer is supplied with water or, as the case may be, provided with sewerage services, and

(c) identifies the particular payment arrangements to which it relates; and

(d) describes the change that the customer wants to make to the arrangements.".

(4) For paragraph (2) substitute—

"(2) An English duty-holder who receives a valid complaint must provide a substantive reply to the complaint to the customer within 10 working days.".

(5) In paragraph (3)—

(a) in sub-paragraph (a), for "query" substitute "valid query";

(b) in sub-paragraph (b), for "request" substitute "valid request".

(6) For paragraph (4) substitute—

"(4) The first day of the period for reply is the day after the day on which the English duty-holder receives the valid complaint, valid query or valid request.".

(7) In paragraph (5)(a) for "£20" substitute "£40".

(8) Omit paragraph (6).

(9) In paragraph (7)—

(a) for sub-paragraph (a) substitute—

"(a) the customer makes the complaint, query or request using an alternative means of communication, the means used by the consumer is not a valid alternative means of communication;

(aa) a customer makes a complaint, query or request to an English duty-holder by post or other similar service or email, the customer did not make the complaint to the English duty-holder at a valid address or a valid email address;

(ab) a complaint, query or request is made orally by telephone, the telephone number used to make the complaint was not a valid telephone number;";

(b) for sub-paragraph (e) substitute—

"(e) the complaint, query or request was frivolous or vexatious;

(ea) in the case of a reply to a complaint or query, the English duty-holder reasonably considered that a visit was necessary before replying, and severe weather made that visit impracticable.".

(10) After paragraph (7) insert—

"(7A) For the purposes of this regulation—

(a) an alternative means of communication is a means of communication other than—

(i) post or a similar service;

(ii) email;

(iii) telephone;

(iv) a website provided by or on behalf of the English duty-holder, and

includes in particular communication via a social media service, SMS or other messaging service;

(b) an alternative means of communication is a valid alternative means of communication if that means of communication has been specified by the English duty-holder to the customer as a means by which a complaint, request or query (as the case may be) may be made to it.".

(11) For paragraph (8) substitute—

"(8) For the purposes of this regulation—

(a) an address is a valid address if it is an address notified by the English duty-holder as an address to which a complaint, query or request (as the case may be) may be sent;

(b) an email address is a valid email address if it is an email address notified by the English duty-holder as an email address to which a complaint, query or request (as the case may be) may be sent;

(c) a telephone number is a valid telephone number if it is a telephone number notified by the English duty-holder as a telephone number which may be used to make a complaint, query or request (as the case may be).".

Amendment of regulation 17E

8.—(1) Regulation 17E (notice of interruption of supply) is amended as follows.

(2) For paragraph (1) substitute—

"(1) This regulation applies where the supply of water to premises is, or is to be, interrupted or cut off for any reason.

(1A) Paragraph (2) applies where an English wholesaler—

(a) exercises its power under section 60(1) of the WIA (disconnections for the carrying out of necessary works), and

(b) is required to serve a notice under section 60(3) of the WIA.".

(3) In paragraph (2) for "the English" to "the WIA" substitute "this paragraph applies".

(4) For paragraph (3) substitute—

"(3) Paragraph (4) applies if—

(a) because of an emergency, an English wholesaler—

(i) interrupts or cuts off the supply of water to the premises of a customer in exercise of its powers under section 60(1) of the WIA, and

(ii) is excused from the requirement under section 60(3) of the WIA to serve a notice, or

(b) the supply of water to the premises of a customer is interrupted or cut off otherwise than by an English wholesaler in exercise of any of its powers under the WIA.".

(5) In paragraph (5)(a)—

(a) in paragraph (i), for "£20" substitute "£50";

(b) in paragraph (ii), for "£50" substitute "£100".

(6) Omit paragraph (6).

Amendment of regulation 17F

9.—(1) Regulation 17F (entitlement to payment or credit where supply not restored as promised) is amended as follows.

(2) In the heading, after "promised" insert "or as required".

(3) For paragraph (1) substitute—

"(1) This regulation applies where the supply of water to premises is interrupted or cut off otherwise than—

(a) because of drought; or

(b) by the English water wholesaler in exercise of its powers under section 61 or 62 of the WIA.

(1A) Such an incident is referred to in this regulation as a "supply incident".".

(4) Omit paragraph (2).

(5) For paragraph (3) substitute—

"(3) The English wholesaler must restore the supply following a supply incident—

(a) if it was required to serve a notice under 60(3) of the WIA, by the date and time specified in the notice;

(b) in any other case, within the period of 12 hours beginning when it interrupted or cut off the supply or, as the case may be**,** it first became aware of the supply incident.".

(6) In paragraph (4)—

(a) for "paragraph (6)", substitute "paragraphs (6) and (6A)";

(b) for "supply by", substitute "supply following the supply incident by";

(c) in sub-paragraph (a)—

(i) in paragraph (i), for "£20" substitute "£50",

(ii) in paragraph (ii), for "£50" substitute "£100",

(iii) in paragraph (iii), in the words before sub-paragraph (aa), for "24" substitute "12",

(iv) in paragraph (iii)(aa), for "£10" substitute "£50", and

(v) in paragraph (iii)(bb), for "£25" substitute "£100".

(7) Omit paragraph (5).

(8) In paragraph (6)(a), omit paragraph (i).

(9) After paragraph (6) insert—

"(6A) An English wholesaler is not required to make payments under paragraph (4) to a customer in respect of a particular supply incident which, in total, exceed twice the water supply charge amount.

(6B) The "water supply charge amount", in relation to a customer, is a sum equal to the charges payable by the customer for the relevant supply period for the supply of water to the affected premises.

(6C) For the purposes of paragraph (6B), the relevant supply period, in relation to a particular supply incident, is the period of 12 months beginning with the day on which the supply was interrupted or cut off.".

(10) Omit paragraph (7).

Amendment of regulation 17G

10.—(1) Regulation 17G (pressure standard) is amended as follows.

(2) In paragraph (1) after "head" insert "(the "MW pressure")".

(3) For paragraphs (2) and (3) substitute—

"(2) Subject to paragraph (5), if the pressure failure conditions are satisfied—

(a) the English service provider must pay the customer £50; and

(b) the English wholesaler must pay the English service provider in accordance with regulation 17K.

(3) The pressure failure conditions are that—

(a) the pressure in the communication pipe serving a customer's premises falls below the MW pressure for an hour or more other than—

(i) in connection with the carrying out of necessary works; or

(ii) because of drought; and

(b) before the end of the period of 28 days beginning with the day on which the failure mentioned in sub-paragraph (a) occurs, the pressure in the communication pipe serving a customer's premises again falls below the MW pressure for an hour or more other than—

(i) in connection with the carrying out of necessary works; or

(ii) because of drought.".

(4) Omit paragraph (4).

(5) In paragraph (5)—

(a) for sub-paragraph (a), substitute—

"(a) the English service provider has already made payments totalling £250 to the customer in respect of occasions on which the pressure failure conditions were satisfied in the same financial year;";

(b) in sub-paragraph (b)(ii), for "seven metres static head" substitute "MW pressure";

(c) in sub-paragraph (c), for "pressure referred to in paragraph (1)" substitute "MW pressure".

Amendment of regulation 17H

11.—(1) Regulation 17H (flooding from sewers - internal flooding of buildings) is amended as follows.

(2) For paragraphs (1) and (2) substitute—

"(1) Effluent from an EW sewer must not enter a customer's building.

(2) Subject to paragraph (5), if effluent from an EW sewer enters a customer's building (other than a non-domestic outbuilding) (an "incident of entry")—

(a) the English service provider must pay the customer, in respect of each incident of entry, the lesser of—

(i) the sewerage charge amount; and

(ii) the maximum payment amount; and

(b) the English wholesaler must pay the English service provider in accordance with regulation 17K.

(2A) The sewerage charge amount is the greater of—

(a) a sum equal to the sewerage charges payable by the customer to the English wholesaler for the period of 12 months beginning with the entry date for the incident; and

(b) the minimum payment amount.

(2B) For the purposes of paragraph (2A)(b), the minimum payment amount is—

(a) £300; or

(b) if the incident of entry occurs within the relevant period of a previous incident of entry, the sum of £300 + (£100 × IN).

(2C) The maximum payment amount is—

(a) £2,000; or

(b) if the incident of entry occurs within the relevant period of a previous incident of entry, the sum of £2,000 + (£500 × IN).

(2D) For the purposes of paragraphs (2B) and (2C)—

(a) an incident of entry (the "new incident") occurs within the relevant period of a previous incident of entry (the "old incident") if the entry date for the new incident occurs during the period of 12 months beginning with the end date for the old incident;

(b) "IN", in relation to a customer, means the total number of incidents of entry occurring in the period of 12 months mentioned in sub-paragraph (a) in respect of which the English service provider has already made a payment to the customer under this regulation;

(2E) For the purposes of paragraph (2D), it does not matter whether the old incident occurs before, on or after 2nd July 2025.

(2F) For the purposes of paragraphs (2A) to (2E)—

(a) the "entry date" for an incident of entry is the day on which the effluent enters the building;

(b) the "end date" for such an incident is the day on which effluent stops entering the particular building as a result of the incident (whether or not any effluent remains in the building).".

(3) Omit paragraphs (3) and (4).

(4) In paragraph (5)—

(a) in the words before sub-paragraph (a), omit "or (3)";

(b) in sub-paragraph (a), for paragraph (i) substitute—

"(i) an abnormal or unforeseeable event, including a natural event, outside the control of the English wholesaler, the consequences of which could not have been avoided by the exercise of all due care by the English wholesaler;".

Amendment of regulation 17I

12.—(1) Regulation 17I (flooding from sewers - external flooding) is amended as follows.

(2) In the heading, after "external flooding" insert " and flooding of non-domestic outbuildings".

(3) For paragraphs (1) and (2) substitute—

"(1) Effluent from an EW sewer must not enter a customer's land or property.

(2) Subject to paragraph (4), if effluent from an EW sewer enters a customer's land or property (including a non-domestic outbuilding) (an "incident of entry")—

(a) the English service provider must pay the customer, for each incident of entry, the lesser of—

(i) the sewerage charge amount; and

(ii) the maximum payment amount; and

(b) the English wholesaler must pay the English service provider in accordance with regulation 17K.

(2A) The sewerage charge amount is the greater of—

(a) a sum equal to 50% of the sewerage charges payable by the customer to the English service provider for the financial year in which the entry date for the incident falls; and

(b) the minimum payment amount.

(2B) The maximum payment amount is—

(a) £1,000; or

(b) if the incident of entry occurs within the relevant period of a previous incident of entry, the sum of £1,000 + (£250 × IN).

(2C) For the purposes of paragraph (2A)(b), the minimum payment amount is—

(a) £150; or

(b) if the incident of entry occurs within the relevant period of a previous incident of entry, the sum of £150 + (£50 × IN).

(2D) For the purposes of paragraphs (2B) and (2C)—

(a) an incident of entry (the "new incident") occurs within the relevant period of a previous incident of entry (the "old incident") if the entry date for the new incident

occurs during the period of 12 months beginning with the end date for the old incident;

(b) "IN", in relation to a customer, means the total number of incidents of entry in the period of 12 months mentioned in sub-paragraph (a) in respect of which the English service provider has already made a payment to the customer under this regulation.

(2E) For the purposes of paragraph (2D), it does not matter whether the old incident occurs before, on or after 2nd July 2025.

(2F) For the purposes of paragraphs (2A) to (2E)—

(a) the "entry date" for an incident of entry is the day on which effluent enters the land or property;

(b) the "end date" for an incident of entry is the day on which effluent stops entering the particular land or property as a result of that incident (whether or not any effluent remains on the land or property).".

(4) Omit paragraph (3).

(5) In paragraph (4)—

(a) in the words before sub-paragraph (a), omit "or (3)", and

(b) in sub-paragraph (a), for paragraph (i) substitute—

"(i) an abnormal or unforeseeable event, including a natural event, outside the control of the English wholesaler, the consequences of which could not have been avoided by the exercise of all due care by the English wholesaler;".

New regulations 17IA to 17IF

13.—(1) After regulation 17I insert—

"Domestic customers in arrears

17IA.—(1) This regulation applies where an English service provider considers that a domestic customer has failed to pay any charges due to them for which the customer is liable in respect of the supply of water to a premises falling within Schedule 4A to the WIA (such charges are referred to in this regulation as the "outstanding charges").

(2) The English service provider must, before taking a relevant step, give the customer—

(a) a notice (an "outstanding charges notice"), and

(b) an opportunity to make arrangements for the payment of the outstanding charges or to otherwise make representations in connection with them (including, but not limited to, disputing their liability to pay those charges or to correct an error in the information provided by the English service provider).

(3) For the purposes of this regulation, an English service provider takes a relevant step in relation to outstanding charges if it does either or both of the following in relation to those charges—

(a) gives information to a credit reference agency in relation to the customer's failure to pay them;

(b) begins legal proceedings for the purposes of recovering them (whether in whole or in part).

(4) An outstanding charges notice must contain—

(a) the amount of the outstanding charges, and how that amount has been calculated,

(b) the period to which the outstanding charges relate,

(c) the address of the domestic premises to which the outstanding charges relate,

(d) where a meter is installed in relation to the domestic premises, the serial number of that meter,

(e) a statement of how the customer may contact the English service provider to confirm that they have received the notice,

(f) a statement of how the customer may contact the English service provider to make arrangements for the payment of the outstanding charges or to dispute, or otherwise make representations in connection with, those charges,

(g) the period within which the customer must take any such step, and

(h) the relevant steps that the English service provider may take in relation to the outstanding charges.

(5) The period specified for the purposes of paragraph (4)(g) must—

(a) not be less than 30 days beginning with the day on which the outstanding charges notice is given to the customer, and

(b) in any event, take account of whether or not the customer is included in a Core Priority Services Register (see regulation 17ID).

(6) If a customer who is given an outstanding charges notice—

(a) neither confirms that they have received the outstanding charges notice nor contacts the English service provider to make arrangements for the payment of the outstanding charges or otherwise make representations in connection with them, or

(b) confirms they have received the outstanding charges notice but does not contact the English service provider to make such arrangements or representations,

the English service provider must, before taking a relevant step, attempt to contact the customer about the outstanding charges and, where sub-paragraph (a) applies, the English service provider must use at least one means of communication other than that used to give the notice to the customer.

(7) For the purposes of paragraph (6), the English service provider must, when contacting the customer, give the customer—

(a) the information mentioned in paragraph (4)(a) to (d), (f) and (h),

(b) the information mentioned in paragraph (4)(e), unless the English service provider is contacting the customer by telephone, and

(c) a reasonable period within which to contact the English service provider to make arrangements for the payment of the charges or to dispute, or otherwise make representations in connection with, them.

(8) If an English service provider—

(a) before taking a relevant step, fails—

(i) to give a domestic customer an outstanding charges notice;

(ii) to make a second attempt to contact a domestic customer who does not confirm receipt of the notice;

(iii) to make a second attempt to contact a domestic customer who confirms they have received the outstanding charges notice, but does not contact the English

service provider to make arrangements for the payment of the outstanding charges or otherwise make representations in connection with them;

(iv) when making a second attempt to contact the customer, to give the customer all of the information required under paragraph (7),

(b) takes a relevant step before the end of the period specified in accordance with paragraph (4)(g) or given under paragraph (7)(b), or

(c) takes a relevant step without taking account of any steps taken, or representations or payments made, by the customer in connection with the payment of the outstanding charges,

the English service provider must pay the customer £150.

(9) In this regulation—

(a) "credit reference agency" has the meaning given by section 145(8) of the Consumer Credit Act 1974(**a**);

(b) "domestic customer" has the meaning given by regulation 17ID(10).

Moving to measured charging for supply of water

17IB.—(1) This regulation applies where a customer gives an English service provider a measured charges notice (an "MC notice") on or after 1st October 2025.

(2) The English service provider must give the customer a voluntary measured charging notice if the English service provider—

(a) is not obliged to give effect to the MC notice (see section 144A(3) of the WIA(**b**)), but

(b) agrees to fix charges in respect of the supply of water to the MC premises by reference to the volume of water supplied.

(3) A "voluntary measured charging notice" is a notice which—

(a) sets out any actions which the customer and the English service provider agree must be taken by or on behalf of the customer to enable charges for the supply of water in respect of the MC premises to be fixed by reference to the volume of water supplied (each an "agreed action"),

(b) sets out any payments which the customer is required to make towards the cost of installing a meter in respect of the MC premises,

(c) if the customer is required to make any such payments, sets out whether any of those payments must be made before any work to the install the meter, or in connection with such installation, begins (each an "advance payment"), and

(d) specifies the period before the end of which the supply of water to the MC premises will begin to be measured by volume of water supplied.

(4) The period specified for the purposes of paragraph (3)(d) must begin with—

(a) if there are any agreed actions or advance payments, the date on which the last of those actions is taken or payments made (as the case may be), or

(b) if there are no such actions or payments, the day after the day on which the voluntary measured charging notice is given to the customer.

(5) The English service provider must pay the relevant amount to the customer if the English service provider does not begin to measure the supply of water in respect of the

(**a**) 1974 c. 39. Section 145(8) was substituted by S.I. 2013/1881, article 20(41)(g).
(**b**) Section 144A was inserted by the Water Industry Act 1999 (c. 9).

MC premises by volume for charging purposes on or before the anticipated measured charging date.

(6) But the English service provider need not pay the relevant amount to the customer if—

(a) where the English service provider is not obliged to give effect to the MC notice (see section 144A(3) of the WIA), the customer notifies the English service provider, before the anticipated measured charging date, that they no longer want charges in respect of the supply to be fixed by reference to the volume of water supplied;

(b) the English service provider was prevented from beginning to measure the supply by volume for charging purposes before the anticipated measured charging date by—

(i) industrial action by any of its employees, or

(ii) the act or default of a person other than—

(aa) the customer;

(bb) an officer of the English service provider;

(cc) an employee of the English service provider;

(dd) an agent of the English service provider;

(ee) a person acting on behalf of the customer;

(ff) a person acting on behalf of the English service provider;

(gg) a person acting on behalf of an agent of the English service provider.

(7) The "relevant amount" is a sum equal to the charges payable by the customer for the supply of water in respect of the MC premises for the period—

(a) beginning with the day after the anticipated measured charging date, and

(b) ending when the English service provider begins to measure the supply by volume for charging purposes.

(8) The "anticipated measured charging date" is—

(a) where the English service provider is obliged to give effect to the MC notice under section 144A(2) of the WIA—

(i) the last day of the section 144A(2) period, or

(ii) if earlier, the last day of the period of eight weeks beginning with the relevant date;

(b) where the English service provider is not obliged to give effect to the MC notice under section 144A(2) of the WIA, the last day of the period specified for the purposes of paragraph (3)(d).

(9) For the purposes of paragraph (8)(a)(ii), the relevant date is—

(a) the day on which the customer gives the MC notice to the English service provider, or

(b) if a dispute between the customer and the English service provider about the application of section 144A(3)(a) or (b) of the WIA is referred to the Authority for determination under section 30A of that Act(**a**), the day on which—

(**a**) Section 30A was inserted by the Competition and Service (Utilities) Act 1992 (c. 43) and was amended by section 36(2) of the Water Act 2003 and paragraph 52 of Schedule 9 to the Crime and Courts Act 2013 (c. 22).

(i) the Authority makes its determination, or

(ii) if the party referring the dispute to the Authority withdraws their referral, the referral is withdrawn.

(10) In this regulation—

"MC premises" means the premises in relation to which a customer gives an MC notice;

"measured charges notice" has the meaning given for the purposes of section 144A of the WIA (see subsection (1) of that section);

the "section 144A(2) period" means the period determined in accordance with the English undertaker's charges scheme for the purposes of section 144A(2) of the WIA.

Reading of meters

17IC.—(1) The English service provider must read a customer's relevant meter—

(a) at least once before the end of the period of 13 months beginning with the relevant date, and

(b) at least once in each successive period of 13 months.

(2) If the English service provider fails, without a reasonable excuse, to read a customer's relevant meter in a 13-month period as required by paragraph (1), it must pay the customer—

(a) £40, if it is the first time that the English service provider has failed, without a reasonable excuse, to read the customer's meter as required by that paragraph;

(b) £80, if it is the second or subsequent time that the English service provider has failed, without a reasonable excuse, to read the customer's meter as required by that paragraph.

(3) For the purposes of this regulation, an English service provider has a reasonable excuse for failing to read a customer's relevant meter as required by paragraph (1) if, in particular, it is prevented from doing so in the 13-month period by—

(a) the customer—

(i) refusing it, or any person acting on its behalf, admission to the premises for the purposes of reading the meter, or

(ii) obstructing it, or any person acting in its behalf, in their attempts to read the meter,

(b) industrial action by any of its employees, or

(c) the act or default of a person other than—

(i) the customer;

(ii) an officer of the English service provider;

(iii) an employee of the English service provider;

(iv) an agent of the English service provider;

(v) a person acting on behalf of the customer;

(vi) a person acting on behalf of the English service provider;

(vii) a person acting on behalf of an agent of the English service provider.

(4) For the purposes of this regulation—

"relevant date"—

(a) in relation to a meter installed before 1st October 2025, means 1st October 2025;

(b) in relation to a meter installed on or after that date, means the day on which the meter is installed;

"relevant meter" means a meter, other than a smart meter, for measuring the volume of water supplied to any premises;

"smart meter" means a meter that is installed to record water supplied to any premises, that can be read without having direct access to the meter installation and that can record data at least every 24 hours.

Core priority services

17ID.—(1) An English service provider must keep and maintain a register (a "Core Priority Services Register") of the domestic customers whose circumstances are such that they require one or more core priority services to be provided to them by the English service provider.

(2) The "core priority services" are—

(a) delivery of an alternative water supply during any supply interruption;

(b) use of alternative formats of communication, such as braille, audio information or large print;

(c) allowing a person appointed by, or on behalf of, the customer to manage their account on their behalf.

(3) The English service provider must ensure that a customer can request inclusion in the Core Priority Services Register if they wish to do so.

(4) But the English service provider must not make such a request a condition of inclusion in the Core Priority Services Register.

(5) If, before 1st October 2025, an English service provider provides one or more core priority services to any of its domestic customers, it must—

(a) include those customers in the Core Priority Services Register on 1st October 2025, and

(b) give each of those customers a CPSR inclusion notice before the end of the relevant period.

(6) If an English service provider receives a request from a domestic customer, on or after 1st October 2025, to be included on the Core Priority Services Register, it must, before the end of the relevant period, give the customer—

(a) a CPSR inclusion notice, or

(b) if it decides not to include the customer in the Core Priority Services Register, a statement of the reasons for its decision.

(7) A "CPSR inclusion notice" is a notice which includes the following information—

(a) a statement of the reasons for which a domestic customer is being included in the Core Priority Services Register,

(b) the core priority services which will be provided to the domestic customer whilst they remain included in the Core Priority Services Register (each a "relevant core priority service"), and

(c) where the English service provider indicates that it will provide a particular core priority service in response to an incident or type of incident (including emergencies), the latest time by which it expects to provide that service following such an incident.

(8) The English service provider must pay a domestic customer £100 if—

(a) it includes the customer in the Core Priority Services Register, but

(b) does not give the customer a CPSR inclusion notice before the end of the relevant period.

(9) The English service provider must pay a domestic customer £100 if it—

(a) fails to provide one or more relevant core priority services to the customer in response to an incident, or

(b) provides one or more relevant core priority services in response to an incident, but provides any of those services after the time included in the CPSR notice in accordance with paragraph (7)(c) for that service.

(10) For the purposes of this regulation—

(a) a "domestic customer" is a customer who is supplied with water or sewerage services (or both) at domestic premises (but excludes such a customer to the extent they are provided with any such services at premises other than domestic premises);

(b) "the relevant period" is the period of 30 days beginning with—

(i) in relation to a domestic customer who makes a request to be included in the Core Priority Services Register, the day on which the English service provider receives that request;

(ii) otherwise, the day on which the domestic customer is included in the Core Priority Services Register.

Water quality notices: restrictions on consumption etc. of water

17IE.—(1) This regulation applies where an English wholesaler serves a notice (a "water quality notice") on a customer on or after 1st October 2025 for the purposes of section 75(2)(b) of the WIA in relation to any premises which requires the customer to take one or more of the following steps—

(a) not to consume any water supplied to the premises;

(b) not to use for any purpose any water supplied to the premises;

(c) to boil any water supplied to the premises before it is consumed;

(d) to boil any water supplied to the premises before it is used for any purpose.

(2) If the quality of supply is not restored by the end of the initial 48 hour period—

(a) the English service provider must pay the customer an amount which is equal to the lesser of—

(i) the sum of the water supply charges payable by the customer to the English service provider for the financial year in which the notice is served, and

(ii) the water quality amount, and

(b) the English wholesaler must pay the English service provider in accordance with regulation 17K.

(3) For the purposes of this regulation, the quality of supply is restored only if all of the steps specified in the water quality notice no longer need to be taken.

(4) The water quality amount is a sum equal to BA + (SA × P), where—

(a) "BA" is the base amount;

(b) "SA" is the supplementary amount; and

(c) "P" is the number of complete periods of 24 hours after the end of the initial 48 hour period during which the quality of supply to the affected premises is not restored.

(5) For the purposes of paragraph (4)—

(a) the base amount is—

(i) £40, if the affected premises are domestic premises;

(ii) £60, if the affected premises are not domestic premises;

(b) the supplementary amount is—

(i) £20, if the affected premises are domestic premises;

(ii) £40, if the affected premises are not domestic premises.

(6) But the English service provider is not required to make a payment under paragraph (2)(a) if—

(a) the water used for the supply was polluted, or contaminated, by the customer contrary to section 72 or 73 of the WIA(**a**);

(b) the water quality notice was served due to drought or immediately following a period of drought;

(c) the water supply to the premises is interrupted or cut-off by the English wholesaler in exercise of its powers under section 75(7) of the WIA.

(7) In this regulation "the initial 48 hour period" means the period of 48 hours beginning when the water quality notice is served.

Indexation

17IF.—(1) This regulation applies where there is a relevant increase in the consumer prices index in relation to a payment change date.

(2) There is a relevant increase in the consumer prices index in relation to a payment change date if there is a percentage increase of at least 10% in the consumer prices for the reference month compared to the consumer prices index for September 2025.

(3) Where this regulation applies, the specified amounts—

(a) are to be adjusted by the relevant increase in the consumer prices index, and

(b) rounded to the nearest £5.

(4) The increase in a specified amount in accordance with paragraph (3) applies only in respect of a breach of a service standard which occurs on or after the payment change date on which the specified amounts are increased.

(5) For the purposes of this regulation, "the specified amounts" are each of the amounts payable under regulations 17C to 17IE, 17J and 17JA.

(6) In this regulation—

(**a**) Section 72 was amended by paragraph 21 of Schedule 8 to the Water Act 2003 (c. 37) and paragraph 69 of Schedule 7 to the Water Act 2014 (c. 21). Section 73 was amended by paragraph 22 of Schedule 8 to the Water Act 2003 and paragraph 70 of Schedule 7 to the Water Act 2014 and S.I. 1999/1148.

"consumer prices index" means the all items consumer prices index published by the Statistics Board(**a**);

"payment change date" means—

(a) 1st April 2026, or

(b) 1st April in any subsequent year;

"the reference month", in relation to a payment change date, means the September immediately preceding that date.".

(2) Regulation 17IF has effect until the end of 30th September 2025 as if the reference to "regulations 17C to 17IE, 17J and 17JA" in paragraph (5) of that regulation were a reference to "regulations 17A to 17I and 17J".

Amendment of regulation 17J

14.—(1) For regulation 17J (timing of payments) substitute—

"Timing etc. of payments under regulations 17C to 17H and 17IA to 17IE

17J.—(1) Where an English service provider is required to make a payment to a customer under a provision of this Part (other than regulation 17I), the English service provider must make that payment—

(a) before the end of the initial payment period, and

(b) whether or not the customer has made a claim for the payment.

(2) The initial payment period is—

(a) in the case of a payment under regulation 17C or 17D, the period of 10 working days beginning with the breach date;

(b) in the case of a payment under regulation 17E, 17F, 17G, 17H, 17IA, 17IB, 17IC, 17ID or 17IE, the period of 20 working days beginning with the breach date.

(3) For the purposes of this regulation "the breach date" is the day on which the breach of the service standard occurred.

(4) The English service provider must pay the customer the further amount if the English service provider fails to make the payment to the customer in accordance with paragraph (1).

(5) The further amount is—

(a) £100, where the payment is required under regulation 17E(5)(a)(ii) or 17F(4)(a)(ii) or (iii)(bb) or under regulation 17H in respect of premises other than domestic premises;

(b) £40, in any other case.

(6) The English service provider need not pay the further amount to a customer if—

(a) the payment to be made to the customer was required under regulation 17E, 17F, 17G or 17H,

(b) the English service provider could not practicably have identified the customer as having been affected by the breach of the service standard without a claim being made for that payment, and

(**a**) The Statistics Board is a body corporate established by section 1 of the Statistics and Registration Services Act 2007 (c. 18).

(c) the customer does not make a valid claim for the original payment before the end of the period of three months beginning with the breach date.

Timing of payments under regulation 17I

17JA.—(1) Where an English service provider is required to make a payment to a customer under regulation 17I, the English service provider must make the payment to the customer before the end of the period of 20 working days beginning with the day on which the customer makes a claim under paragraph (5) of that regulation.

(2) If the English service provider fails to make the payment to the customer in accordance with paragraph (1), it must pay the customer £40.".

(2) Regulation 17J (as amended) has effect until the end of 30th September 2025 as if—

(a) any references to regulations 17IA to 17IE were omitted, and

(b) in regulation 17J(6)(c) for "a valid claim" there were substituted "a claim".

Amendment of regulation 17K

15. In regulation 17K (payments by English wholesalers to English service providers)—

(a) in paragraph (1)(a), for "17I" substitute "17IE", and

(b) in paragraph (4), for "or (3)" substitute "or 17JA(1)".

Amendment of regulation 17N

16. In regulation 17N (notice of rights to be given to customers), after paragraph (1) insert—

"(1A) The statement referred to in paragraph (1) for each financial year beginning on or after 1st April 2026, must include—

(a) a statement as to whether the English service provider accepts relevant communications from customers made using either or both of the following—

(i) an alternative means of communication;

(ii) email;

(b) a statement as to how the relevant addresses will be notified to customers by the English service provider;

(c) a statement as to whether the English wholesaler accepts relevant communications from customers made using either or both of the following—

(i) an alternative means of communication;

(ii) email; and

(d) a statement as to how the relevant addresses will be notified to customers by the English wholesaler.

(1B) For the purposes of paragraph (1A)—

(a) "an alternative means of communication" has the meaning given for the purposes of regulation 17D(7A);

(b) "relevant communication"—

(i) in relation to an English service provider, means—

(aa) a complaint about the supply of water or the provision of sewerage services by the provider,

(bb) a query about the correctness of an account for the supply of water or the provision of sewerage services, or

(cc) a request for a change to payment arrangements;

(ii) in relation to an English wholesaler, means a complaint about the water supply system or sewerage system of the wholesaler;

(c) "relevant addresses", in relation to an English duty-holder, means—

(i) an address that may be used to make relevant communications to the duty-holder;

(ii) a telephone number that may be used to make such communications;

(iii) the relevant website (if any) that may be used to make such communications;

(iv) the alternative means of communication (if any) that may be used to make such communications; and

(v) the email address (if any) that may be used to make such communications;

(d) "relevant website" means a website provided by or on behalf of an English duty-holder.".

Savings: matters arising before 2nd July 2025

17.—(1) Part 3 of the 2008 Regulations as it had effect immediately before 2nd July 2025 continues to have effect on and after that date in respect of any pre-2nd July matter.

(2) For the purposes of this regulation, a "pre-2nd July matter" is any of the following—

(a) an appointment in respect of which an English duty-holder is under the duty in regulation 17C(2)(b) and (3) of the 2008 Regulations immediately before 2nd July 2025;

(b) a complaint, query or request received by an English duty-holder under Part 3 of the 2008 Regulations before 2nd July 2025;

(c) the exercise, before 2nd July 2025, by an English wholesaler of its power under section 60(1) of the Water Industry Act 1991;

(d) an event in respect of which an English wholesaler is under the duty in regulation 17F(3) of the 2008 Regulations immediately before 2nd July 2025;

(e) an occasion arising before 2nd July 2025 on which the pressure in a communication pipe (within the meaning given by regulation 17G of the 2008 Regulations as it had effect immediately before that date) serving a customer's premises falls below seven metres static head;

(f) an incident of effluent from an EW sewer entering a customer's building before 2nd July 2025;

(g) an incident of effluent from an EW sewer entering a customer's land or property before 2nd July 2025;

(h) any payment required to be made in respect of a matter mentioned in sub-paragraphs (a) to (g).

(3) For the purposes of sub-paragraph (f)—

(a) in the case of a building that has a suspended floor, the space beneath that floor is part of the building;

(b) effluent is not taken to have entered a building while it is in a drain or sewer.

(4) For the purposes of sub-paragraph (g), effluent is not taken to have entered land or property while it is in a drain or sewer.

(5) In this regulation—

"English duty-holder" means—

(a) an English service provider (within the meaning of regulation 17A of the 2008 Regulations as it had effect immediately before 2nd July 2025), or

(b) an English wholesaler;

"English wholesaler" has the meaning given by regulation 17A of the 2008 Regulations as it had effect immediately before 2nd July 2025;

"EW sewer" means a sewer which is vested in an English sewerage wholesaler.

Savings: matters arising on or after 2nd July 2025 but before 1st October 2025

18.—(1) Part 3 of the 2008 Regulations as it had effect immediately before 1st October 2025 continues to have effect on and after that date in respect of any interim matter.

(2) For the purposes of this regulation, "interim matter" means—

(a) an appointment in respect of which an English duty-holder is under the duty in regulation 17C(2)(b) and (3) of the 2008 Regulations during the interim period;

(b) a complaint, query or request received by an English duty-holder under Part 3 of the 2008 Regulations during the interim period.

(3) For the purposes of paragraph (2), the "interim period" is the period—

(a) beginning with 2nd July 2025, and

(b) ending at the end of 30th September 2025.

(4) In this regulation "English duty-holder" has the meaning given by regulation 17A of the 2008 Regulations as it had effect immediately before 1st October 2025.

Transitional provisions: pressure standard

19.—(1) This regulation applies where the pressure in the communication pipe serving a customer's premises falls below seven metres static head on or after 2nd July 2025 for a period of at least one hour for a relevant reason (a "transitional pressure standard incident")—

(a) within the relevant period of an old pressure standard incident, and

(b) for the first time after 1st July 2025.

(2) The transitional pressure standard incident is to be treated, for the purposes of regulation 17G(1) of the 2008 Regulations (as amended by these Regulations), as satisfying the pressure failure conditions (see paragraph (3) of that regulation).

(3) For the purposes of this regulation—

(a) "communication pipe" has the meaning given by regulation 17G(6) of the 2008 Regulations;

(b) an "old pressure standard incident" is an occasion on or before 1st July 2025 when the pressure in the communication pipe serving a customer's premises falls below seven metres static head for at least one hour for a relevant reason;

(c) the pressure in a communication pipe falls below seven metres static head for a relevant reason if it falls below that level otherwise than—

(i) in connection with the carrying out of necessary works, or

(ii) because of drought;

(d) a transitional pressure standard incident occurs within the relevant period of an old pressure standard incident if it occurs before the end of the period of 28 days beginning with the day on which the old pressure standard incident occurs.

Transitional provisions: statements of communication methods

20.—(1) An English service provider must give each transitional period customer a statement of rights supplement for the transitional period.

(2) The statement of rights supplement must contain the following information—

(a) a statement as to whether the English service provider will, during the transitional period, accept relevant communications made using either or both of the following—

(i) an alternative means of communication;

(ii) email,

(b) a statement as to how the relevant addresses will be notified to customers by the English service provider,

(c) a statement as to whether the English wholesaler will, during the transitional period, accept relevant communications made using either or both of the following—

(i) an alternative means of communication;

(ii) email, and

(d) a statement as to how the relevant addresses will be notified to customers by the English wholesaler.

(3) If the English service provider is aware that accounts to a transitional period customer cover the supply of water or sewerage services to other customers it must—

(a) give the transitional period customer enough copies of the statement of rights supplement to enable the transitional period customer to give a copy to each of those other customers, or

(b) send a copy of the supplement to each of those other customers directly.

(4) The statement of rights supplement must be given to the transitional period customers as soon as is reasonably practicable and in any event—

(a) if they were a customer on 1st October 2025, no later than 15th October 2025, or

(b) if they were not a customer on 1st October 2025, within the period of 14 days beginning with the day after they became a customer.

(5) In this regulation—

"an alternative means of communication" has the meaning given for the purposes of regulation 17D(7A) of the 2008 Regulations;

"customer" has the meaning given in regulation 17A of the 2008 Regulations;

"relevant communication" and "relevant addresses" have the meanings given for the purposes of paragraph (1B) of regulation 17N of the 2008 Regulations;

"the transitional period", in relation to an English service provider, means the period—

(a) beginning with 1st October 2025, and

(b) ending when the English service provider gives a statement under regulation 17N(1) of the 2008 Regulations for the financial year beginning on 1st April 2026;

"transitional period customer", in relation to an English service provider, means a person—

(a) to whom the English service provider sends an account in the financial year beginning on 1st April 2025, and

(b) who either—

(i) remains a customer on 1st October 2025, or

(ii) becomes a customer on or after 1st October 2025 but before 1st April 2026.

Emma Hardy
Parliamentary Under-Secretary of State
9th June 2025 Department for Environment, Food and Rural Affairs

EXPLANATORY NOTE

(This note is not part of the Regulations)

These Regulations amend the customer service standards that apply under Part 3 of the Water Supply and Sewerage Services (Customer Service Standards) Regulations 2008 ("the 2008 Regulations") to English service providers. English service providers include water undertakers, sewerage undertakers, water supply licensees and sewerage licensees operating in England.

Regulation 17C of the 2008 Regulations (keeping of appointments) is amended to make clear that the regulation does not apply in cases where a representative of a licensee is required to visit a customer in emergency circumstances (see regulation 6).

Regulation 17D of the 2008 Regulations (complaints, account queries and requests about payment arrangements) is amended to provide for complaints, queries and requests to be made otherwise than in writing (see regulation 7). The content of the statement of rights that undertakers and licensees are required to provide to their customers under regulation 17N of the 2008 Regulations is updated so that undertakers and licensees are required to make clear the means by which they will accept these complaints, queries and requests being made and how valid addresses or other communication details will be made available to customers (see regulation 16).

Regulation 17E of the 2008 Regulations (notice of interruption of supply) is amended so that the standard in this provision applies in cases where the water supply is cut-off or interrupted by the English wholesaler. Corresponding amendments are made to regulation 17F of the 2008 Regulations (entitlement to payment or credit where supply not restored as promised) (see regulations 8 and 9).

Regulation 17G of the 2008 Regulations (pressure standard) is amended to make clearer the circumstances in which a drop in pressure will trigger a requirement to pay compensation under this standard (see regulation 10).

Amendments are also made to regulations 17C to 17I to update the amount of compensation payable by licensees where the standards set out in those regulations are not met (see regulations 6 to 12).

In addition new standards are introduced in relation to:

- domestic customers who are in arrears (new regulation 17IA of the 2008 Regulations);
- customers who want to be moved onto measured charges for the supply or water (new regulation 17IB of the 2008 Regulations);
- the reading of water meters (new regulation 17IC of the 2008 Regulations);
- the provision of core priority services to customers (new regulation 17ID of the 2008 Regulations);
- the use of water quality notices (new regulation 17IE of the 2008 Regulations),

(see regulation 13).

Provision is also made for the indexation of amounts specified in Part 3 of the Regulations (new regulation 17IF of the 2008 Regulations (see regulation 13)).

These Regulations also amend the standards on the making of payments under the 2008 Regulations and the amounts payable by undertakers and licensees in cases where these standards are not complied with (see regulation 14).

These Regulations also make various minor and consequential amendments, and related savings and transitional provisions.

A full impact assessment has not been produced for this instrument as no, or no significant, impact on the private, voluntary or public sector is foreseen.

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