

**THE WATER SERVICES REGULATION AUTHORITY
CONDITION R5 OF THE APPOINTMENTS OF
APPOINTED UNDERTAKERS
STANDARD CONDITION B2 OF WATER SUPPLY AND
SEWERAGE LICENCES**

**DESIGNATION OF CUSTOMER PROTECTION CODE OF
PRACTICE**

1. Pursuant to

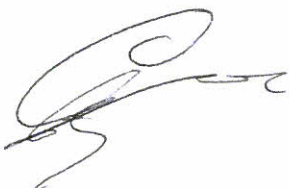
(a) condition R5 of the appointments of undertakers appointed under section 6 of the Water Industry Act 1991 (the “Act”); and

(b) standard condition B2 of the standard conditions of water supply and sewerage licences granted by the Authority under sections 17A and 17BA of the Act,

the Water Services Regulation Authority (the “Authority”) hereby issues the document annexed hereto as the Customer Protection Code of Practice for the purposes of those conditions.

2. The effective date of the Customer Protection Code of Practice is 1 April 2017.

Signed for and on behalf of the Water Services Regulation Authority



Cathryn Ross

Chief Executive

Date 17 March 2017

ANNEX CUSTOMER PROTECTION CODE OF PRACTICE