



# Consumers, Estate Agents and Redress Act 2007

## 2007 CHAPTER 17

### PART 2

#### COMPLAINTS HANDLING AND REDRESS SCHEMES

##### *Introductory*

#### 42 Interpretation of Part 2

(1) In this Part—

“regulated provider” means a person within an entry in column 1 of the table;

“relevant consumer”, in relation to a regulated provider, means a person within the corresponding entry in column 2 of the table;

“relevant regulator”, in relation to a regulated provider, means the body specified in the corresponding entry in column 3 of the table.

TABLE

<i>Regulated provider</i>	<i>Relevant consumer</i>	<i>Relevant regulator</i>
A person holding a licence under section 7A(1) of the Gas Act 1986 (c. 44) (supply licences).	A person who is a consumer in relation to gas supplied by a gas supplier (within the meaning of Part 1 of that Act).	The Gas and Electricity Markets Authority.
A person holding a licence under section 7(2) of the Gas Act 1986 (transportation licences).	A person (other than a gas licensee) who is a consumer in relation to services provided by a	The Gas and Electricity Markets Authority.

**Changes to legislation:** Consumers, Estate Agents and Redress Act 2007, Section 42 is up to date with all changes known to be in force on or before 07 May 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes

	gas transporter (within the meaning of Part 1 of that Act).	
A person holding a licence under section 6(1)(d) of the Electricity Act 1989 (c. 29) (supply licences).	A person who is a consumer in relation to electricity supplied by an electricity supplier (within the meaning of Part 1 of that Act).	The Gas and Electricity Markets Authority.
A person holding a licence under section 6(1)(c) of the Electricity Act 1989 (distribution licences).	A person (other than an electricity licensee) who is a consumer in relation to services provided by an electricity distributor (within the meaning of Part 1 of that Act).	The Gas and Electricity Markets Authority.
F1	F1	F1
...	...	...
A water undertaker, sewerage undertaker <sup>F2</sup> , water supply licensee or sewerage licensee].	A person who is a consumer in relation to services provided by a water undertaker, sewerage undertaker <sup>F3</sup> , water supply licensee or sewerage licensee in the undertaker's or licensee's capacity] as such.	The Water Services Regulation Authority.

(2) In this Part—

“consumer” has the same meaning as in Part 1;

“consumer complaint” means a complaint which is made against a regulated provider by or on behalf of a person in that person's capacity as a relevant consumer in relation to the regulated provider;

F4  
...

“regulator” means a body listed in column 3 of the table.

<sup>F5</sup>“sewerage licensee” has the same meaning as in Part 1;]

<sup>F5</sup>“water supply licensee” has the same meaning as in Part 1.]

(3) In this Part references to a regulator's regulated providers are to the regulated providers in relation to which the regulator is the relevant regulator.

(4) In this section—

“electricity licensee” means—

- (a) an electricity supplier (within the meaning of Part 1 of the Electricity Act 1989);
- (b) an electricity distributor (within the meaning of that Part);
- (c) the holder of a licence under section 6(1)(a), (b) or (e) of that Act (generation licences, transmission licences and interconnector licences), except where the holder is acting otherwise than for purposes connected with the carrying on of activities authorised by the licence;

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- “gas licensee” means—
- (a) a gas supplier (within the meaning of Part 1 of the Gas Act 1986 (c. 44));
  - (b) a gas transporter (within the meaning of that Part);
  - (c) a gas shipper (within the meaning of that Part);
  - (d) the holder of a licence under section 7ZA of that Act (licences for operation of gas interconnectors), except where the holder is acting otherwise than for purposes connected with the carrying on of activities authorised by the licence.

#### Textual Amendments

- F1** Words in s. 42(1) omitted (1.10.2011) by virtue of [Postal Services Act 2011 \(c. 5\)](#), s. 93(2)(3), [Sch. 12 para. 183](#); [S.I. 2011/2329](#), art. 3
- F2** Words in s. 42(1) substituted (1.4.2017) by [Water Act 2014 \(c. 21\)](#), s. 94(3), [Sch. 7 para. 141\(2\)\(a\)](#); [S.I. 2017/462](#), art. 3(k)(xxv)
- F3** Words in s. 42(1) substituted (1.4.2017) by [Water Act 2014 \(c. 21\)](#), s. 94(3), [Sch. 7 para. 141\(2\)\(b\)](#); [S.I. 2017/462](#), art. 3(k)(xxv)
- F4** Words in s. 42(2) repealed (1.4.2017) by [Water Act 2014 \(c. 21\)](#), s. 94(3), [Sch. 7 para. 141\(3\)\(a\)](#); [S.I. 2017/462](#), art. 3(k)(xxv)
- F5** Words in s. 42(2) inserted (1.4.2017) by [Water Act 2014 \(c. 21\)](#), s. 94(3), [Sch. 7 para. 141\(3\)\(b\)](#); [S.I. 2017/462](#), art. 3(k)(xxv)

#### Commencement Information

- I1** S. 42 in force at 21.12.2007 by [S.I. 2007/3546](#), art. 3, [Sch.](#)

**Changes to legislation:**

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

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

- s. 42(4)(c) words substituted by [2023 c. 52 Sch. 17 para. 16\(a\)](#)
- s. 42(4)(c) words substituted by [2023 c. 52 Sch. 17 para. 16\(b\)](#)