

## SPSO decision report

**Case:** 201104344, Business Stream Ltd  
**Sector:** scottish government and devolved administration  
**Subject:** charging method / calculation  
**Outcome:** not upheld, no recommendations

### Summary

Mr C's business moved into new premises on 1 April 2011. He was unaware of his liability to pay for water and waste water services, believing that these were included in utility payments to the landlord. During a routine audit, Business Stream identified the premises as a gap site (a site which had been receiving water without being charged for it). They set up an account for Mr C's business in September 2011 and issued a backdated bill for estimated water usage. Mr C disputed the charges and his account was reassessed. Although his water usage was reassessed and his bills reduced, he complained that he was still required to pay the higher rate for the period prior to reassessment.

We were satisfied that Business Stream followed the correct procedure for reassessing water usage as set out in guidance issued by the Water Industry Commission for Scotland. This procedure requires licensed providers to backdate the reassessed rate to the date of the request for reassessment, but does not allow for further backdating. We were satisfied with Business Stream's handling of Mr C's account prior to his reassessment request and found no grounds for further backdating of the reassessed rate.