

## SPSO decision report

**Case:** 201500019, Business Stream  
**Sector:** water  
**Subject:** reinstatement  
**Outcome:** not upheld, no recommendations

### Summary

Mr C complained to us that Business Stream failed to fully restore the water supply to his business premises after the supply was reconnected. The water supply had been disconnected because the previous occupier of the premises had not paid their water charges. Mr C contacted Business Stream to ask for the water supply to be reconnected and they arranged for their contractors to attend. However, the water supply was not reinstated to all of the facilities in Mr C's premises because of an airlock in the internal pipework. The contractors were unable to clear the airlock and said that Mr C would have to arrange for a plumber to attend to fix this.

We took independent advice on Mr C's complaint from one of our water advisers. We found that Business Stream's responsibility was to reinstate the water supply to the property boundary. Internal pipework is the responsibility of the occupier of the property. Business Stream fulfilled their responsibility in reinstating the water supply to the boundary of Mr C's property and, in view of this, we did not uphold the complaint.