

SPSO decision report



Case: 201808488, Business Stream
Sector: Water
Subject: incorrect billing
Decision: not upheld, no recommendations

Summary

Mr C complained that Business Stream incorrectly arranged for a meter to be installed at a vacant property belonging to his business, and were not entitled to charge for the provision of water and waste water services. Business Stream explained that following inspections by Scottish Water, it was established that there was a live supply to the property, that the meter which had been present was no longer there and, in the absence of evidence that a formal disconnection had been requested, they were entitled to install a meter and charge for relevant services. Mr C was not satisfied with the response and brought his complaint to us.

We saw evidence of Scottish Water undertaking inspections at the property. These established the presence of a live supply to the property, albeit the meter had been removed and the connection was not in use. There was no evidence of a formal disconnection, or one having been requested. In the circumstances, and in accordance with changes in government policy, Mr C's business was liable for charges for a live connection to the water network, regardless of whether the property was derelict. Scottish Water were entitled to install a meter and Business Stream were entitled to charge for services. We did not uphold the complaint.

Mr C also complained that Business Stream's handling of his complaint was unreasonable. We found that Business Stream carried out a reasonable investigation and provided Mr C with appropriate responses. We did not uphold the complaint.