

## SPSO decision report

**Case:** 201102212, Business Stream Ltd  
**Sector:** scottish government and devolved administration  
**Subject:** meter reading  
**Outcome:** not upheld, no recommendations

### Summary

Mr C decided to change his licensed provider for water and waste water. Just before the change, Scottish Water replaced the water meter serving his business premises. Mr C complained to Business Stream that he received no advance notice of this, and was unable to check and verify either the final meter reading or that the new meter was set to zero. Business Stream told Mr C that Scottish Water's actions were acceptable, but Mr C remained concerned that a mistake could have been made, and that his final bill could be incorrect.

Our investigation confirmed that, under the relevant operational code, if Scottish Water wish to change a meter they are required to notify the licensed provider, and give them 20 business days notice. Business Stream confirmed that they had received the appropriate notice, and provided evidence of this. They also confirmed that, under the standard terms and conditions of their agreement with Mr C, neither they nor Scottish Water were required to contact him before the meter exchange took place. However, they were able to ask Scottish Water for access to the removed meter, as it is a requirement that these are retained for six months following an exchange of meter. This showed that the meter reading in Mr C's final account was correct and that the exchanged meter was set at zero. As there was no requirement to notify Mr C and no evidence to suggest that the billing was incorrect, we did not uphold the complaint.