

SPSO decision report

Case: 201204708, Business Stream
Sector: water
Subject: incorrect billing
Outcome: not upheld, no recommendations

Summary

Mr C complained that Business Stream were unreasonably pursuing his business for an unusually high bill, which he did not believe he could have run up, as the premises were open only three evenings a week. Mr C thought it more likely that works carried out by Scottish Water outside his premises during the period covered by the bill were responsible. He said that the trenches they dug were full of water and that this was likely to have caused the high reading.

Mr C provided us with a statement from his plumber that he had attended the property, but had not fixed a leak. He had not previously given Business Stream this information. Mr C also said that he had complained directly to the contractors, but had not contacted either Scottish Water or Business Stream.

We found no evidence that Business Stream's investigation into the complaint was inadequate. The works had been inspected by a site agent, and it was clear that the area of work was on the supply side of Mr C's water meter, meaning that any water lost at this point would not have passed through the meter or affected its reading.