

SPSO decision report

Case: 201403167, Business Stream
Sector: water
Subject: incorrect billing
Outcome: not upheld, no recommendations

Summary

Mr C complained that Business Stream had failed to re-assess the invoice his company received for water used, despite this clearly being in excess of normal usage. He said that there was no evident reason for the spike in consumption.

We found that Business Stream had taken all the actions they needed to investigate Mr C's report of high water consumption. Whilst the reason had not been identified, we found that Business Stream had reassured themselves that it was not due to something which they had a responsibility to attend to. They explained that as neither they nor Mr C's plumber had found a leak or reason for the high water consumption, it appeared to be related to internal issues, such as a cistern constantly flowing, or taps being left running. Although we did not uphold Mr C's complaint, Business Stream agreed that they would seek further reassurances by asking Scottish Water to check further back on whether there might have been any action on the water network which might have caused the increased reading in the meter.