

SPSO decision report

Case: 201403941, Business Stream
Sector: water
Subject: charging method / calculation
Outcome: not upheld, no recommendations

Summary

Mr C complained on behalf of his client (Mr A) that Business Stream were using the incorrect Rateable Value (RV) as a basis for the water charges applied to Mr A's property. Mr C said that they should have been using the RV assigned on 31 March 2000, but instead Business Stream were using an amended entry from 1 April 2013.

We found that Business Stream must use the RV from 31 March 2000 unless there has been an amended entry on the Scottish Assessors Association website (which contains information about the current rateable values for properties in Scotland). When there is an amended entry, as there was in this case relating to Mr A's property, Business Stream must use it as the basis for calculating their charges, which they did. For this reason, we did not uphold Mr C's complaint.