

SPSO decision report

Case: 201405103, Business Stream
Sector: water
Subject: policy/administration
Outcome: not upheld, no recommendations

Summary

Mr C was unhappy with Business Stream's handling of surface water drainage charges for his property. He received notification of the charges in 2013, backdated to 2008. Mr C said that he had informed the water wholesaler from January 2005 onwards about his occupation of the property and, as such, Business Stream were unfairly backdating the water charges from 2008.

Business Stream confirmed that the property was liable for the charges that had been billed on the account. They stated that it is the responsibility of the owner/occupier to advise them of when a property was being used. They said that they could not find any record of information being sent to them confirming that the property was occupied. The property had been identified as being occupied following a routine audit in December 2013.

During our investigation we found no objective evidence that Business Stream had been notified that the property was occupied and, as such, we did not uphold the complaint that they unfairly charged the surface water drainage charges. We were satisfied that, in response to Mr C's complaint, Business Stream explained why they were satisfied that the charges applied to the account were correct, due and payable.