

SPSO decision report

Case: 201407295, Business Stream
Sector: water
Subject: incorrect billing
Outcome: resolved, no recommendations

Summary

Mr C complained about business water charges for his workshop. His workshop was located on the grounds of his domestic property, with no water services connected, and Mr C did not use water in his business. Mr C said he was already paying for the water to his domestic property through council tax, and should not be liable for separate water charges for his business, which did not use water. We discussed Mr C's complaint with Scottish Water and Business Stream, who agreed to cancel the charges. As the issue was resolved by the authority, we did not make a decision on this complaint.