

SPSO decision report

Case: 201606644, Business Stream
Sector: water
Subject: policy / administration
Decision: resolved, no recommendations

Summary

Mr C complained about Business Stream. Mr C operated a mobile snack van which was located on a car park in a business park. He did not believe he should be liable for water charges as he was not connected to the main water and sewer supply. However, despite Business Stream making requests to Scottish Water for the premises to be de-registered, the premises was deemed eligible as water ran from the roof onto the car park and down the drain.

Mr C complained to us that Business Stream had unreasonably billed him for water charges. We requested all of the relevant information from Business Stream. We sought their views on Mr C's liability and they requested that the case be passed back to them again to make a further de-registration request to Scottish Water. We allowed them to do this but the de-registration request was refused. Business Stream then took the decision to remove all charges on the account given the length of time the issue had been going on and the fact that Mr C was no longer trading from the premises. They also apologised to Mr C for the inconvenience caused. As the removal of charges and an apology were the outcomes Mr C was seeking from his complaint, we closed his case.