

SPSO decision report

Case: 201708387, Clear Business Water
Sector: water
Subject: incorrect billing
Decision: not upheld, no recommendations

Summary

Mr C made a complaint about the charges due for water at his business premises. He was unhappy that Clear Business Water took so long to contact him and then that the charges were too high. This was mainly due to meter readings which showed a high level of consumption that were not in keeping with the small number of facilities on site.

Clear Business Water agreed that the consumption was unusually high and that this should be investigated. They checked the meter for a fault but no issues were found. They asked Scottish Water to check if there was a shared meter where someone else could have been using the same supply point but this was found not to be the case. Clear Business Water suspected a possible leak and asked Mr C if any had been identified or fixed. Mr C confirmed that this was not the case, so Clear Business Water agreed to monitor the next few invoices to see if the readings remained high. The readings returned to normal and therefore Clear Business Water concluded that there was no leak. As they had explored all potential options, they concluded the balance was due as the water had passed through the meter.