

SPSO decision report

Case: 201806550, Clear Business Water
Sector: Water
Subject: incorrect billing
Decision: not upheld, no recommendations

Summary

C complained that Clear Business Water (CBW) had failed to bill their organisation accurately. C said that consequently they could not be certain that the bills were for properties that they were responsible for. C said that previously they had only had to supply leases to CBW and they had not had to provide information on the start or end of tenancies, or contact details for the tenants.

We found that CBW had provided a list of all the accounts they held for C's organisation and they had provided the Scottish Assessor's Association which corresponded to each account. It was, therefore, possible for C's organisation to ascertain which account was for which property. In addition, it was a requirement of the relevant legislation that the owner of a property provide the licensed provider with details of occupancy. We found that CBW were acting reasonably when billing C's organisation and did not uphold the complaint.