

SPSO decision report



Case: 201102844, Scottish Water
Sector: Scottish Government and devolved administration
Subject: charging method / calculation
Outcome: not upheld, no recommendations

Summary

Mr C complained that he was paying the full sewerage charge for his property along with his Council Tax but that only one side of his property drains into the public sewer. The other side drains into a private septic tank for which he is liable for the upkeep. He considered that he should, therefore, not be liable for the full sewerage charge. He raised the issue with Scottish Water but, following a visit to his property, his claim was rejected. Mr C also considered he had been given conflicting information about his eligibility for a rebate.

Having investigated Scottish Water's basis for charging, however, we found that Mr C had been charged correctly. We also found no evidence that he had been given conflicting information and so we did not uphold his complaints.