

SPSO decision report

Case: 201200506, Business Stream Ltd
Sector: scottish government and devolved administration
Subject: leakage
Outcome: not upheld, no recommendations

Summary

In June 2011, Business Stream told Mr C that there was a leak in his water supply. He tried to establish its source but by October 2011 had been unable to do so. He said that he thought that the leak would equate to a dripping tap. In November 2011, Business Stream told him that he was to receive a large bill and, the same day, issued a bill for more than £20,000. Mr C complained that although Business Stream were aware of the water leak in June 2011, they failed to tell him of its extent which meant that by the time of their November 2011 bill, he had accumulated a large debt.

We investigated the complaint and obtained Business Stream's complaint file, all relevant correspondence, Mr C's bills and meter readings together with copies of the applicable legislation. We found that when Mr C was told about the leak, under the applicable legislation and terms and conditions, he was responsible for finding and fixing it. He had been unable to do so and in October 2011, he told Business Stream who suggested that he seek Scottish Water's assistance.

Scottish Water found the leak and repaired it at Mr C's expense. Mr C's bill was not sent out until Business Stream established that it was correct. While Mr C was unhappy to receive such a large bill, we found that it was clearly his responsibility to find and repair the leak at his own cost. As he did not so until the end of October 2011, Business Stream could not be held responsible for the cost of the water that had leaked away. We did not uphold the complaint.