

SPSO decision report

Case: 201200657, Business Stream Ltd
Sector: Scottish Government and devolved administration
Subject: charging method / calculation
Outcome: not upheld, no recommendations

Summary

Mr C, who is a business adviser, complained on behalf of his client about Business Stream. He said that bills issued to the client were incorrect, despite Business Stream being provided with the correct information. He also said that, despite requests, Business Stream had failed to install meters at the client's premises and had put the client under undue stress by not putting their account on hold. He maintained that Business Stream's actions had denied his client the opportunity of switching water providers which would have been financially advantageous.

We investigated the complaints, taking all the relevant information into account, including all correspondence and statements of account and invoices, together with relevant emails and printouts from the Central Market Agency (CMA). The CMA is the organisation that administers the market for water and waste water retail services in Scotland.

We did not uphold any of Mr C's complaints. Our investigation found that the information he held and upon which he had based his complaint was incorrect. We confirmed this by reference to information from the CMA. Mr C and his client had been given information about having bills reassessed, which would have allowed Scottish Water to install a meter at their cost, or alternatively for Scottish Water to make a contribution to the necessary cost. We also found that the client's account was on hold, and that Business Stream's actions had not prevented them from switching suppliers.