

SPSO decision report

Case: 201202717, Business Stream
Sector: water
Subject: charging method / calculation
Outcome: not upheld, no recommendations

Summary

Mr C complained, on behalf of Mr A, that Business Stream would not accept that Mr A had been wrongly charged for water usage over a number of years. Mr A owned a ground floor property with eight residential properties above. Mr A maintained that the water meter was wrongly connected and that it was serving the whole building rather than just his property.

During our investigation we found that Scottish Water visited the property twice to check the meter and whether there were any leaks within their pipe work. They maintained that the meter was working properly and that there was an internal leak, that Mr A was responsible for fixing. Mr A had work carried out, and this resolved the problem. We found no evidence that the meter was not working correctly or that Mr A's water meter was serving the whole building.