

SPSO decision report

Case: 201204607, Business Stream
Sector: water
Subject: charging method / calculation
Outcome: not upheld, no recommendations

Summary

Mr C complained that Business Stream took two years to set up an account for his business. He also complained that he believed that he had been charged for water used by the previous occupants.

Our investigation found that the responsibility for informing Business Stream lay with Mr C. Although there was a delay between the first meter reading and the opening of the account this was a matter of months, and Mr C had in fact traded for two years without informing Business Stream that the premises were occupied. Business Stream have now restructured their organisation and have a dedicated team to ensure new accounts are set up in a timely fashion. This action addressed the failing identified and we did not uphold this complaint. We also found that, although Business Stream's letter was unclear, Mr C had not been charged for water he had not used.