

SPSO decision report

Case: 201204636, Business Stream
Sector: water
Subject: meter reading
Outcome: not upheld, action taken by body to remedy, no recommendations

Summary

Mr C owns a guest house which has a water meter fitted. He said that after taking ownership some years ago he asked for the meter to be removed and while Business Stream agreed this, they later reneged on their decision. Mr C complained that Business Stream unreasonably failed to remove the water meter and as a consequence, he was paying for the domestic element of his water twice, both to Business Stream and through his council tax.

Our investigation found that Business Stream's Part Residential (Dual Use) Premises Billing Policy applied in this case, as Mr C was sent an apportionment note with his rateable value notice and as the property had more than 12 bed spaces (private and letting). There was no evidence that the policy had been unreasonably or incorrectly applied and so Business Stream could not be criticised for not removing the meter. We noted that there had been confusion and delay in the way this was dealt with, but that Business Stream had already apologised and credited an amount to Mr C's account in recognition of this. Mr C was advised to pursue his overpayment for water provision with the local council.