

SPSO decision report

Case: 201204755, Business Stream
Sector: water
Subject: policy/administration
Outcome: not upheld, no recommendations

Summary

Mr C complained that Business Stream had been wrongly charging his business after removing a meter from his business premises.

On consideration of Business Stream's many letters to Mr C, our investigation found that it was clear that all the policy and procedural information they had provided was accurate. For example, in the circumstances it was appropriate to remove the meter, then to charge the business on charges using the rateable value as a basis, even though such charges would probably have been higher than metered charges. They also appropriately advised Mr C how it might be possible for him reduce the charges, and they had given detailed, accurate explanations of a large number of points.