

SPSO decision report

Case: 201300452, Business Stream
Sector: water
Subject: charging method / calculation
Outcome: not upheld, no recommendations

Summary

Mr C took over the occupancy of a property in November 2010 and told us that, at about the same time, he asked for a water meter to be installed. He said that, although Scottish Water came to the premises in December 2010, for various reasons they were unable to fit a meter. He complained that because of the delay in installing a water meter, his bills were too high. He said this was demonstrated by comparison with the invoices issued after the meter was installed.

Our investigation confirmed that Mr C took entry in November 2010, but found that neither he nor Business Stream had evidence to support his contention that he had tried to have a meter installed in 2010. There was evidence that after Mr C began receiving water bills in November the following year, he contacted Business Stream who fitted a water meter in December 2011. Mr C had also disputed the rateable value (RV) on which his unmetered bill was being based as it was in the process of being appealed, and Business Stream put his account on hold. When his new RV was confirmed all the unmetered bills he had received were recalculated. On the basis of the evidence provided we found no grounds to uphold Mr C's complaint.