

## SPSO decision report

**Case:** 201300837, Business Stream  
**Sector:** water  
**Subject:** incorrect billing  
**Outcome:** not upheld, no recommendations

### Summary

Mrs C complained that Business Stream unreasonably imposed fixed charges on her for a period during which she had not had a water supply. Business Stream did not dispute that the property's water supply had been turned off due to a leak, but said that Mrs C was still liable for the fixed charges on the bill. Mrs C said that the valve had been faulty and the meter had been the wrong type. She said that the valve would not open to allow water through the meter and that it had been manually adjusted by a Scottish Water representative when he attended the property. Mrs C believed that the meter and valve originally supplied by Scottish Water were not fit for purpose and that as she had no connection to the network she was not liable for any fixed charges.

Our investigation found that there was no evidence in the reports from Business Stream or Scottish Water representatives to support Mrs C's account. The meter was described as fully operational and no mention was made of any adjustment or repair to the valve. The meter had been replaced so that it was lower in the ground, which would reduce the risk of it freezing during cold weather. We found it reasonable for Business Stream to conclude that Mrs C had had a continuous connection to the water network, and for them to apply fixed charges to her account.