

## SPSO decision report

**Case:** 201301912, Business Stream  
**Sector:** water  
**Subject:** incorrect billing  
**Outcome:** not upheld, no recommendations

### Summary

Mr C complained that Business Stream had unreasonably invoiced him for a period when his premises had no connection to the public water or waste water network. He told us that Scottish Water had disconnected the water in the street and, as a result, he had no connection to the public network.

We did not uphold his complaint. During our investigation, Business Stream explained that Mr C had not connected his property to the public water supply while carrying out renovations to his premises, although the water supply had been there. Although Mr C provided evidence that the water had been turned off in the street, there was no evidence that it was Scottish Water who had done so, and they had confirmed that they had no record of turning the water off or on in the street at Mr C's business premises. We also found that the water could be turned off by another utility provider or by someone with access to the relevant tool, which could be purchased from a DIY store.