

## SPSO decision report

**Case:** 201301999, Business Stream  
**Sector:** water  
**Subject:** policy/administration  
**Outcome:** resolved, action taken by body to remedy

### Summary

Mr C complained on behalf of a religious establishment that their charity status did not transfer with them when they moved premises. Mr C said that they were unaware of water charges because they had not been billed for eight years, and when they complained, they were told that it was the responsibility of the occupier to advise the licensed provider that they had moved. Mr C said that this did not explain the delay, and noted that an application for exemption would not be retrospective.

When we put the complaint to Business Stream, they reviewed the case and told us that they had decided to remove the waste water charges that made up the majority of the bill. They later told us that, as a goodwill gesture, the balance would be cancelled, providing a satisfactory outcome for Mr C.