

SPSO decision report

Case: 201304161, Business Stream
Sector: water
Subject: meter reading
Outcome: not upheld, no recommendations

Summary

Mr C told us that, unknown to him, underground pipework had been leaking, and Business Stream had charged him for that water. He considered that the leak had been caused by incompetence on the part of Scottish Water when installing the pipework. He complained that it was unreasonable for Business Stream to charge him for the water lost through the leak.

Mr C had tightened up the joints in question before Scottish Water visited to look at the alleged leak. There was, therefore, no evidence that there had been a leak, and we found that it was appropriate for Business Stream not to take it into account when invoicing him. No evidence was available one way or the other about the standard of workmanship when installing the pipework, and the fact that Mr C had been unaware of any leak for some time did not mean that Business Stream were liable to resolve this. We were, therefore, satisfied that Business Stream had acted appropriately.