

SPSO decision report

Case: 201305054, Business Stream
Sector: water
Subject: charging method / calculation
Outcome: not upheld, no recommendations

Summary

Mr C complained that Business Stream were using the wrong rateable value (RV) in their charges for his wife's business. He said that they had refused to recognise that the valuation had decreased when the unit was renovated and made smaller in 2003, and he believed they were basing their charges on out-of-date plans. Mr C said that Business Stream should be using the current RV, which was less than half of what they were using to calculate charges.

Our investigation found that Business Stream had followed their policy, and acted on advice received from the relevant assessor. We checked with the assessor and it was verified that, whilst there had been a substantial reduction in the RV from the original figure, this was due to a general revaluation and not a material change to the property. In the circumstances, there was no evidence that Business Stream's decision was based on wrong information.