

SPSO decision report

Case: 201306294, Business Stream
Sector: water
Subject: complaints handling
Outcome: some upheld, recommendations

Summary

Mr C complained to us about Business Stream's decision that his property was liable for measured charges for water and waste water services. Mr C maintained that he was not liable for these charges as his property had been unoccupied undergoing refurbishment works. Business Stream explained that, in line with the market code, which sets out the roles governing all market participants, such as Business Stream, his property was liable for water and waste water services while the refurbishment works were ongoing. A meter at the property had recorded consumption which indicated that water services were being used. Business Stream confirmed that they must charge for services being used. We saw no evidence of fault in their handling of this matter and did not uphold the complaint.

Mr C also raised his concern about Business Stream's handling of the matter. It was clear that Mr C had been in contact with Business Stream over a long period of time and we were concerned that they had not referred him to their complaints process earlier than they did.

Recommendations

We recommended that Business Stream:

- apologise for the failings we identified.