

SPSO decision report

Case: 201400809, Business Stream
Sector: water
Subject: incorrect billing
Outcome: not upheld, no recommendations

Summary

Company C complained on behalf of their client (Mrs A) who was receiving bills for non-domestic water charges, although she said she had no water facilities in the outbuilding that she used for her business. Mrs A said that as she paid her domestic water through her council tax and the business premises had no water facilities she should not be charged business rates.

Our investigation found that there were two entries for the premises on the Scottish Assessors Association (SAA) website (which provides information about all properties in Scotland). One entry listed the premises as domestic, and the other listed the premises as business. This meant that Business Stream were correct to charge the business rates, based on their dual-use policy.