

SPSO decision report

Case: 201407008, Business Stream
Sector: water
Subject: charging method / calculation
Outcome: not upheld, no recommendations

Summary

Mr C's organisation was appointed to manage a university's utility bills. Mr C queried the charges applied by Business Stream at one of the university's premises. The university's drainage charges were based on the rateable value of the premises, as determined by the local council regional assessors. Following an appeal, the assessors had greatly reduced the rateable value, leading to a reduction in the university's drainage charges. However, Mr C complained that Business Stream had backdated the lower rates to the date of the assessor's decision, rather than the 'effective date' which the assessor had stated for the changes. He considered that the lower rates should have been backdated a further 12 months.

Having reviewed relevant water industry rules, we were satisfied that Business Stream appropriately backdated the lower rates to the start of the financial year in which the appeal was upheld.