

SPSO decision report

Case: 201501401, Business Stream
Sector: water
Subject: leakage
Outcome: upheld, recommendations

Summary

Mrs C complained to us about Business Stream's handling of a leak at her property on the private supply pipe. She complained that while a leak was identified by Scottish Water contractors in August 2014 there was then an unreasonable delay by Scottish Water in taking action, leading to a large water bill from Business Stream.

We found that Business Stream had acted in line with their metering policy in carrying out two meter readings, one in April 2014 and one in October 2014. When the October reading suggested a significant increase in consumption, Business Stream alerted Mrs C. We therefore found that there was no evidence that there was any fault on the part of Business Stream in this regard. We also recognised that Mrs C had been charged only for normal consumption during the period of the complaint, and a leak allowance granted for the period of time from the April 2014 reading until the point at which the leak was identified in August. However, Business Stream explained that Scottish Water accepted there was a lack of communication and inaction on their part during the period of the complaint following the August site visit. As ultimately Business Stream are responsible for the service provided to Mrs C, in light of the communication failings and the delay in taking action after the leak was identified, we upheld Mrs C's complaint.

Recommendations

We recommended that Business Stream:

- offer a formal written apology for the failings identified.