

SPSO decision report

Case: 201508515, Business Stream
Sector: water
Subject: policy/administration
Outcome: resolved, no recommendations

Summary

Mr C complained to us about the bills he was receiving for drainage from his business premises, when he did not believe his property received drainage. He had complained to Business Stream, and they had, on two occasions, requested a de-registration from Scottish Water. They were turned down, and Mr C brought the complaint to us.

We sought further information from Business Stream and from Scottish Water to establish what had happened, and why Mr C's requests for de-registration were being denied. We also sought advice which suggested that Mr C should not be billed for drainage as his property did not appear to be in receipt of drainage services.

During the course of our investigation it became apparent that this complaint, among others, was involved in a review of Scottish Water's drainage policy. In light of amendments to this policy, Scottish Water agreed to de-register Mr C's drainage services, and Business Stream closed his account. They also offered him a time and trouble payment. Mr C confirmed that this resolved his complaints and, consequently, we closed the case.