

## SPSO decision report

**Case:** 201508516, Business Stream  
**Sector:** water  
**Subject:** meter size  
**Outcome:** upheld, recommendations

### Summary

In March 2013, Mr C requested that Business Stream, his licensed water provider, provide him with a resized meter to improve his water supply. Business Stream then contacted Scottish Water, who own and operate the water infrastructure, and they advised that Mr C would first require to provide a water impact assessment. This was completed in November 2013 and Scottish Water were contacted to progress the meter upgrade. To date the necessary work has not been undertaken. Mr C complained to us about the delay.

We found that there was much contact between Business Stream and Scottish Water but that there was evidence of long periods of delay when Scottish Water were inactive. However, quotes have now been provided to Mr C and both Business Stream and Scottish Water have acknowledged their poor service and each have agreed to make an ex gratia payment in recognition of this. We also found that after Mr C made formal complaints to Business Stream in February 2014 and October 2015, both complaints were closed despite the meter upsize not having taken place. We upheld Mr C's complaint.

### Recommendations

We recommended that Business Stream:

- make a formal apology for closing the complaints made to them prematurely.