

## SPSO decision report

**Case:** 201601020, Thames Water (Commercial Services) Ltd  
**Sector:** water  
**Subject:** charging method / calculation  
**Decision:** not upheld, no recommendations

### Summary

Mr C, who works for an energy management company, complained on behalf of his client about their premises. Mr C complained that Thames Water had unreasonably rejected his request to amend the rateable value (RV) of his client's premises. Mr C maintained the RV should be lower than that being applied by Thames Water. Mr C stated that the RV being used was contrary to the Scottish Water wholesale scheme of charges.

We took independent advice from a water adviser. We found that while there had been errors in maintaining the RV of the premises prior to Thames Water taking over as supplier of water services, the correct RV of the premises was being used by Thames Water. We found no evidence to support Mr C's position that the RV should be set at a lower rate than it was. We did not uphold the complaint.