

SPSO decision report

Case: 201601871, Business Stream
Sector: water
Subject: meter size
Outcome: not upheld, no recommendations

Summary

Mr C, a solicitor, complained on behalf of an organisation regarding Business Stream's failure to backdate overpayments dating back to 2002. After a survey was carried out in 2014, the organisation was fitted with a new water meter, the standing charge for which was almost £6,000 a year lower than it had previously been. Mr C complained that the organisation had understood from correspondence received in 2002 that Scottish Water had committed to replacing the meter with one of correct size, and said that the organisation had assumed this to have taken place.

Having reviewed the correspondence of 2002, we were satisfied that further communication between the organisation and Scottish Water would have been necessary before the survey and installation were carried out. The organisation had the opportunity to follow up but chose not to. They also enquired about a meter survey in 2009 but did not follow up on Business Stream's response.

With regard to whether Business Stream had unreasonably failed to backdate payments in respect of fixed charges, we found no maladministration and Business Stream had followed their policy. Accordingly, we did not uphold that complaint.

Mr C also complained about Business Stream's handling of the organisation's complaint. We found that responses were sent without delay and that Business Stream's position remained consistent throughout, and we therefore we did not uphold this aspect of Mr C's complaint.