

SPSO decision report

Case: 201606874, Business Stream
Sector: water
Subject: charging method / calculation
Decision: resolved, no recommendations

Summary

Mr C complained that Business Stream had unreasonably charged his company, which owns a rail station, for property and roads drainage water charges. He also complained that there should not have been any return to sewer charges from a water meter that serviced locomotives belonging to the company.

The issue of the return to sewer water charge was resolved to the satisfaction of both parties when Business Stream, based on calculations provided by Mr C, backdated a zero percent return to sewer allowance for the company.

After investigations by Business Stream, who provided information about the liability for the property and roads drainage charges, it was agreed by Mr C that there was some drainage of waste and surface water from the property into the public sewerage system. As such, a resolution was achieved in establishing that his company did in fact have liability for these charges.

No decisions or recommendations were made as this case was resolved after action was taken by Business Stream following our involvement.