

SPSO decision report

Case: 201801389, Business Stream
Sector: water
Subject: incorrect billing
Decision: not upheld, no recommendations

Summary

Mr C complained that Business Stream were unreasonably double billing him for water. He said that his property had two separate units, one which was a flat originally tenanted but now separately owned, and another that was a vacant commercial unit which had been renovated. Originally there had been a single metered supply but this had now been separated, with each property supplied individually. Mr C said Business Stream were unreasonably billing him for water used by the flat, despite agreeing that it should be charged for water through its council tax bill. Mr C also complained that he was being unreasonably charged property drainage and the charge for a new water connection was too high.