

SPSO decision report

Case: 201900738, Business Stream
Sector: Water
Subject: Incorrect billing
Decision: not upheld, no recommendations

Summary

C complained that Business Stream had not billed their business accurately. C said that they had been told by an employee of Scottish Water that their premises did not drain into the public network, but into a nearby river. Business Stream had initially not accepted this, stating that Scottish Water required further site visits to verify the situation. C also complained that Business Stream had taken too long to resolve the situation.

We found that, although Scottish Water had initially considered that C was being charged for water they were not liable for, they thereafter wanted to investigate matters further. We found that Business Stream had tried to resolve matters for C and were acting in good faith on the advice that they had received from Scottish Water in this connection. Therefore, we did not uphold this aspect of C's complaint.

We also found that, although colleagues of C's had contacted Business Stream on several occasions to complain that they were not liable for drainage charges, they had not provided the information Business Stream had requested, nor had they followed up the complaints. We considered that Business Stream had explained clearly what information they required and that they had pursued the matter with Scottish Water once this had been provided. We found that they had handled C's complaint reasonably and did not uphold this aspect of the complaint.