

The complaint

Mr C complains about British Gas Service Limited (“British Gas”) for work done by its agents. He wants them to reinstate a water supply which they disconnected during their work.

What happened

I set out the background to this matter in a provisional decision issued in March 2023. That background is not in dispute so I will not repeat it in full here.

In short, Mr C appeared to have a leak in underground pipes at his home. His home emergency cover with British Gas responded to this and set to replacing the pipe which led from the mains water supply to Mr C’s home.

As part of that work, British Gas’s agents disconnected a secondary water supply which led off the replaced pipe, and up to an outbuilding. This stopped the water supply to the outbuilding and w/c inside it. The engineers did not advise Mr C about this.

Mr C complained, and he wants British Gas to reinstate his additional water supply by reconnecting the pipe to the outbuilding. British Gas declined to do so.

In my provisional decision I set out that I thought that British Gas needed to reinstate the water supply, or pay for it to be done by another contractor. I also thought that British Gas should pay Mr C £250 compensation for his distress and inconvenience.

That provisional decision has been shared with the parties and they have been invited to comment.

Mr C has indicated that he accepts the provisional decision.

British Gas has responded that it has nothing more to add. i

What I’ve decided – and why

I’ve considered all the available evidence and arguments to decide what’s fair and reasonable in the circumstances of this complaint.

As no additional evidence or arguments have been submitted, I remain of the view set out in my provisional decision and I adopt that decision and reasons as my final decision.

I therefore uphold Mr C’s complaint.

My final decision

For the reasons given above, and in my provisional decision, I uphold Mr C’s complaint and direct British Gas Services Limited to:

- Reinstall the water supply to Mr C’s outbuilding, or arrange with Mr C to reimburse him for such reinstatement; and

- Pay to Mr C £250 compensation for his distress and inconvenience.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr C to accept or reject my decision before 25 April 2023.

Laura Garvin-Smith
Ombudsman