

## SPSO decision report

**Case:** 201105240, Business Stream Ltd  
**Sector:** Scottish Government and devolved administration  
**Subject:** incorrect billing  
**Outcome:** not upheld, no recommendations

### Summary

Mr C contacted us on behalf of his wife and her business partner, who lease commercial premises. He complained that Business Stream were charging them for water which was being supplied to the adjoining commercial premises. Mr C was unhappy because Business Stream had told him that this was a private matter between him and the landlord of both premises.

We did not uphold this complaint. Our investigation confirmed that there was only one meter serving both premises, which was located in the premises leased by Mr C's wife and her business partner. The landlord had not requested a separate meter to serve the adjoining commercial premises, and there was no responsibility on the part of Business Stream to tell Mr C about the arrangement. We agreed that the matter was one to be resolved with the landlord.