

## SPSO decision report

**Case:** 201102839, Business Stream Ltd  
**Sector:** Scottish Government and devolved administration  
**Subject:** incorrect billing  
**Outcome:** not upheld, no recommendations

### Summary

Mr C complained about the cost of the supply of water to his business. The water meter, which is on the footpath in the road outside, had been changed three times due to damage. Mr C said that, as he considered that his bills were higher than his neighbours who had similar businesses, the calculations were incorrect. He complained to Business Stream Ltd but remained dissatisfied and complained to us.

When we investigated this we found that there had been problems in the past. We also found, however, that Business Stream had dealt with Mr C's concerns appropriately, and had provided him with relevant explanations and information.