

Case: 201103112, Business Stream Ltd
Sector: scottish government and devolved administration
Subject: incorrect billing
Outcome: not upheld, no recommendations

Summary

Mr C has business premises on the ground floor of a block of flats. His water and waste service is provided by Business Stream Ltd. His water meter is located in the kitchen inside his premises. He said that he had always operated the same business with the same two people but for a short period his consumption of water was abnormally high. He was concerned that his meter was wrong or that he might be on some kind of shared supply with others in the block. Checks by Scottish Water failed to establish the reason for the increased water usage or to confirm whether he was on a shared water supply. He complained to Business Stream Ltd but remained dissatisfied and complained to us.

We found that although he was still unhappy and did not agree that the water had been used, he had been offered further investigations (for which he would probably initially have had to pay) but had not pursued these with Business Stream. We did not uphold Mr C's complaints, as we found that Business Stream's responses to his concerns were reasonable.