

SPSO decision report

Case: 201200781, Business Stream Ltd
Sector: Scottish Government and devolved administration
Subject: charging method / calculation
Outcome: not upheld, no recommendations

Summary

Ms C operated a small business from a kiosk in a shopping centre. She had a water meter and paid her landlord for water and waste water. Business Stream sent her a bill for property and roads drainage based on the rateable value of her kiosk. She did not consider this was correct as her kiosk was entirely within the centre and had no separate roof or roads which required to be drained. She thought that Business Stream were charging more than once for drainage of the same water. We found, however, that Business Stream had charged her in line with their billing policy and on the same basis as the other tenants in the shopping centre. We did not uphold her complaint.