

## SPSO decision report

**Case:** 201203466, Business Stream  
**Sector:** water  
**Subject:** policy / administration  
**Outcome:** resolved, no recommendations

### Summary

Mr C complained that Business Stream's handling of his requests for water connections at the business park he owned had not been reasonable. He said that he had faced delays in having some of the units at the business park connected for water. In addition, he considered that Business Stream had not calculated the charges for the connections correctly.

When we discussed Mr C's complaint with him, he said that that there were two things that he wanted to achieve from it. He wanted a final connection at the business park to be completed, and confirmation that the charges made by Business Stream for the connections were correct.

Mr C subsequently confirmed that the final connection at the business park had been completed. We also discussed with him the information we had received from Business Stream about how the charges had been calculated. Mr C confirmed that he no longer wanted to pursue this matter. He confirmed that his complaint had been resolved and that he was happy for it to be closed.