

## SPSO decision report

**Case:** 201203545, Business Stream  
**Sector:** water  
**Subject:** charging method / calculation  
**Outcome:** not upheld, no recommendations

### Summary

Ms C is one of several tenants in her building. She complained that Business Stream had failed to install a meter at her property, resulting in unreasonably high invoices. She believed that her invoice represented the total use for all tenants and not solely her share.

Our investigation found that her bill had been calculated based on the correct rateable value for her own property. We also found that the decision about whether to install a meter was one that Scottish Water were entitled to make, and which we could not investigate.