

9. Water Cases Received

Subject	Bright Water Services Ltd	Business Stream	Castle Water Ltd	Clear Business Water	Everflow Ltd	Scottish Water	Water Plus Select Ltd	Wave	Total
Billing and charging	1	23	4	35	1	1	8	3	76
Customer service	0	1	0	2	0	4	0	0	7
Environmental Concerns	0	0	0	0	0	1	0	0	1
Subject unknown or Out of Jurisdiction	0	1	0	3	0	0	0	1	5
Waste Water	0	0	0	0	0	10	0	0	10
Water Supply	0	1	0	0	0	11	0	0	12
Total	1	26	4	40	1	27	8	4	111

10. Other Cases Received

Subject	A Body Out of Jurisdiction	A Body Unknown	Total
Subject Unknown or Out of Jurisdiction	29	4	33
Total	29	4	33