

SPSO decision report

Case: 201200592, Business Stream Ltd
Sector: Scottish Government and devolved administration
Subject: charging method / calculation
Outcome: not upheld, no recommendations

Summary

Mr C, who represents a company, complained that Business Stream had charged the company for trade effluent waste without formal consent. He also said that the charges were based on an unreasonably high daily availability figure which did not reflect the average usage.

We found that consent for the charges had been in place for a number of years. We were satisfied that the charges were based on this and were calculated in line with Business Stream's charging statement. In the absence of a request by the company to review the consent, there was no requirement for Business Stream to do so.