

## SPSO decision report

**Case:** 201200527, Business Stream Ltd  
**Sector:** scottish government and devolved administration  
**Subject:** charging method / calculation  
**Outcome:** not upheld, no recommendations

### Summary

Mr C complained that Business Stream had charged his business back to a date earlier than when he moved into the property. Our investigation revealed that Business Stream had asked him to provide evidence of the date he moved in but that he had not done so.

We established that, on the basis of the information held by Business Stream, they were correct to bill Mr C back to the date they had used. We did not uphold the complaint.