

# Business Stream's investigation skills help to resolve customer issue

By resolving an issue with a historic meter-read taken by a previous supplier, Business Stream helped its customer receive a refund of almost £32,000.

“ It's always great news when money goes back into the public purse, especially as we had already highlighted that we couldn't have possibly used that amount of water.

We'd like to say a big thanks to Business Stream for getting this credit sorted out on our behalf.”

Elaine Brown, Procurement Manager,  
Tayside Contracts

**Tayside**   
*contracts*

Helpful *by nature.*

**business stream**  
A SCOTTISH WATER COMPANY



Tayside Contracts is a local authority contracting organisation. It provides a range of services, including catering, road maintenance and cleaning for the Councils of Angus, Dundee City and Perth and Kinross and has around 300 sites in the region.

## The challenge

In 2020, Tayside Contracts switched its water and waste water services to Business Stream under the Public Sector Scotland Framework. At their first account review meeting, their dedicated Business Stream Account Manager identified an issue with the meter read history at their Fairmuir Depot in Dundee.

After taking a closer look, it became clear that an inaccurate meter read had been recorded for one of the two meters on site. This meant that Tayside Contracts would have been billed for far greater consumption than the site had actually used.

## The solution

Business Stream quickly raised the inaccurate reading with Tayside Contracts, which came as no surprise to them, as they confirmed that they had raised the query with their supplier at the time. Despite their concerns, they were assured that their bill was accurate and the case was closed.

Confident the reading was inaccurate, Business Stream offered to raise this issue again on Tayside Contract's behalf, flagging the error and providing the required evidence to show the correct consumption. As a result of these efforts, the issue was resolved and the customer received a significant refund of just under £32,000.

“ I was preparing for our first meeting and I noticed something odd about the read history in the market records for the Fairmuir Depot. I'm glad that we were able to use our industry expertise to identify and resolve the issue for the customer. ”

Julie Lindsay, Account Manager, Business Stream

