

SPSO decision report

Case: 201201482, Business Stream
Sector: water
Subject: charging method / calculation
Outcome: some upheld, recommendations

Summary

Mr C complained on behalf of a school about Business Stream's handling of the school's water account. He said that there was unreasonable confusion about metering and billing and unreasonable delay in resolving this. Mr C also complained that Business Stream failed to identify potential cost savings or to deal with a complaint about the issues he had raised. He was also concerned that the water meter was too large for the school's needs, and that although the meter was changed after the school applied for a downsize, the reduction in charges was not appropriately backdated.

During our investigation, Business Stream accepted that there had been confusion about billing and metering since the account was opened, that there had been an error in processing the application for a meter downsize and because of this the wrong meter had been installed. Because of these failings, we upheld this part of Mr C's complaint. As a result of their error, Business Stream offered the school redress. Based on the evidence provided, we were satisfied that Business Stream had responded to this part of the complaint and had taken action. We found no evidence that they had not followed their policy in relation to the backdating of the reduced charges.

Recommendations

We recommended that Business Stream:

- issue an apology to the school for their handling of these matters; and
- as a matter of urgency, make the necessary amendments to the school's account and provide in writing a full breakdown of all charges.