

SPSO decision report

Case: 201300928, Business Stream
Sector: water
Subject: incorrect billing
Outcome: resolved, no recommendations

Summary

Mr C owns a holiday home complex, which has a main water storage tank, and individual tanks serving the accommodation. There was a leak, which was Mr C's responsibility to have repaired. However, when he was billed, Business Stream did not take into account that his premises were served with a soakaway (a gravel-filled channel or pit that helps manage surface water) and did not apply a leak allowance.

After we got in touch with Business Stream, they took action to investigate, and told us that if it was confirmed that there was a soakaway, they would amend Mr C's account. Mr C was satisfied with this as a resolution to his complaint.