

SPSO decision report

Case: 201301304, Business Stream
Sector: water
Subject: charging method / calculation
Outcome: resolved, no recommendations

Summary

Mr C complained that, although his business should have had a water meter fitted in 2009, Business Stream did not fit one, which meant that his bills were higher than they would otherwise have been. He had taken the matter up with the company over the years, but they never acknowledged the fault.

When we approached Business Stream, they reviewed the complaint and realised that they had been in error in not fitting the meter. They credited Mr C's account with the sum they calculated he had overpaid over the years.