

SPSO decision report

Case: 201302203, Business Stream
Sector: water
Subject: charging method / calculation
Outcome: upheld, no recommendations

Summary

Mr C complained that his water bills had been inaccurate and too confusing to follow. For example, at one point he thought his account was in credit but he then received a reminder for payment. Our investigation revealed that there had been errors on the account and a lack of good communication with Mr C about them. For example, when an error was identified and put right on a later invoice, the charges on that later invoice were not made clear to him, so he was unaware that they were caused by correcting the earlier error. Therefore, we upheld Mr C's complaint. However, as we were satisfied that Business Stream had now put all errors right, we made no recommendations.