

SPSO decision report

Case: 201302534, Business Stream
Sector: water
Subject: incorrect billing
Outcome: not upheld, no recommendations

Summary

Mr C has a water tap in a lock-up which is separate from his house, and he told us that the water supply to the lock-up is metered. He told us that his water usage was minimal (for washing hands and brushes and the occasional cup of tea or coffee). He complained that Business Stream had unreasonably failed to provide his company with invoiced accounts based on actual water usage; continued to seek payment from him through direct debit; and had demanded an unspecified sum to disconnect the tap.

We did not uphold Mr C's complaints. Our investigation found that Business Stream had carried out the requisite number of water readings each year. We also found that, while Mr C had cancelled his direct debit for payment to Business Stream, they remained his water provider, and they had not been at fault in continuing to issue invoices to Mr C for water used. During our investigation, Business Stream found that they had not investigated his complaint and, in recognition of this, credited a payment to Mr C's account, in line with their service standards.