

SPSO decision report

Case: 201302585, Business Stream
Sector: water
Subject: charging method / calculation
Outcome: complaint withdrawn

Summary

Mr C complained about the way Business Stream had calculated a reduction from his water bill, following a pipe burst in his caravan park.

In response to our enquiries and additional evidence provided by Mr C, Business Stream agreed to further reduce his bill. They also agreed to cancel a recovery charge they had applied to Mr C's account. Mr C told us that he would accept this offer and withdrew his complaint.