

SPSO decision report

Case: 201302765, Business Stream
Sector: water
Subject: incorrect billing
Outcome: upheld, no recommendations

Summary

Mr C, who is the chair of a museum, complained that Business Stream consistently invoiced the museum incorrectly for water costs. Business Stream acknowledged that this was the case and explained that they had taken steps to correct the error and adjusted the billing to ensure that the museum were not financially penalised for their mistakes.

We considered the information provided by both parties and, on the basis that Business Stream had repeatedly failed to invoice the museum correctly, we upheld the complaint. As, however, they had now corrected the billing, had acknowledged and apologised for their mistakes and had ensured that the museum had not lost out financially, we made no recommendations for further action.