

## SPSO decision report

**Case:** 201404967, Business Stream  
**Sector:** water  
**Subject:** incorrect billing  
**Outcome:** resolved, no recommendations

### Summary

Mr C complained to us that Business Stream had unreasonably invoiced him for charges that he was not liable for. In response to our enquiries, Business Stream said that, after considering the circumstances of the case and some additional information Mr C had provided, they were willing to close the account and withdraw all charges. Mr C confirmed that this resolved his complaint and, consequently, we closed the case.