

SPSO decision report

Case: 201407367, Business Stream
Sector: water
Subject: incorrect billing
Outcome: resolved, no recommendations

Summary

Mr C is self-employed, running a small business from premises next to his home. He complained that Business Stream pursued him for charges for water and waste water services, despite his business premises having no water or sewerage facilities.

We did not issue a finding on this complaint as it was resolved to Mr C's satisfaction following a review of their previous position by the water authorities concerned.