

SPSO decision report

Case: 201500366, Business Stream
Sector: water
Subject: meter reading
Outcome: resolved, no recommendations

Summary

Mr C complained to Business Stream about water charges at his business premises. For a period of time, meter readers advised Business Stream that they were unable to access the water meter at the premises. Once access was gained, a bill was issued covering the period from February 2009 to October 2013. Mr C disputed the bill as he said that the usage was far higher than normal for his business. He also complained that Business Stream had not taken reasonable steps to read the meter regularly and as such, they had failed to identify the problem at an early stage.

During our investigation of this case, Mr C's complaints were resolved by Business Stream to his satisfaction.