

## SPSO decision report

**Case:** 201600316, Business Stream  
**Sector:** water  
**Subject:** charging method / calculation  
**Outcome:** not upheld, no recommendations

### Summary

Mr C complained that Business Stream had given an incorrect closing balance when he transferred to another water provider and were unreasonably pursuing him for the bill calculated. However, Business Stream said that his closing bill had been calculated appropriately and had been based on his final reading.

The complaint was investigated and we found that, in accordance with Business Stream's policy, they were required to be provided with a transfer reading by the customer's new licensed provider. This was to prevent the customer being charged twice for the same period, and Mr C's new provider had provided the reading. No evidence was provided to suggest that this figure was incorrect and it was found to be in line with a previous year's meter reading. While Mr C also complained about what he described as a four-month spike in water usage, he was by then no longer a Business Stream customer. Accordingly, we did not uphold Mr C's complaint.