

SPSO decision report

Case: 201601727, Cobalt Water Ltd
Sector: water
Subject: charging method / calculation
Outcome: not upheld, no recommendations

Summary

Mr C complained that the opening balance for his account when he transferred his custom to Cobalt Water Ltd for the provision of water services was incorrect. He said that the bill based on this balance was also incorrect and it was unreasonable that he was being pursued for payment. Cobalt Water Ltd maintained that the transfer reading was in line with Mr C's usage with his previous provider and that his bill was correct. While Mr C's meter subsequently recorded large amounts of water being used, no water leak had been discovered although it was noted that some of Mr C's taps and sanitaryware could allow water to continue to run unnecessarily.

We investigated the complaint and we found evidence to show that Mr C's transfer reading was in line with his previous usage. Photographic evidence was also available of his subsequent usage and his water usage had continued to climb. It was unclear whether Mr C had taken action to investigate his own equipment. We did not uphold the complaint.