

SPSO decision report

Case: 201603824, Business Stream
Sector: water
Subject: debt recovery / payment fees
Outcome: resolved, no recommendations

Summary

Mr C complained about Business Stream regarding a number of charges he had received for failing to make a formal repayment agreement when his account fell into arrears. He said that he had agreed to a repayment plan with Business Stream's debt collectors and stressed that he had adhered to this until his arrears were cleared. He said that the only outstanding balance on his account was due to the charges applied, which he considered were unfair.

On investigation, Business Stream accepted that it was reasonable for Mr C to expect that he had entered into a repayment agreement with them, as he had been paying regularly. They therefore agreed to write off the outstanding charges. We were satisfied that this represented a reasonable resolution to the complaint, as was Mr C.