

SPSO decision report

Case: 201803753, Clear Business Water
Sector: water
Subject: incorrect billing
Decision: some upheld, no recommendations

Summary

Mr C complained that Clear Business Water provided him with inaccurate invoices and that their communication with him had been unreasonable.

We found that once a meter reading was submitted, Clear Business Water issued accurate invoices to Mr C. They also made various offers for discounts on the invoices, which they were not obliged to offer, and it was up to Mr C whether or not to accept them. Therefore, we did not uphold this aspect of Mr C's complaint.

In relation to communication, we found that Mr C had experienced delays with getting a response to his contacts. Therefore, we upheld this aspect of Mr C's complaint. As Clear Business Water had already acknowledged and apologised for this failing, we did not make any further recommendations.