

SPSO decision report

Case: 201808152, Business Stream
Sector: Water
Subject: incorrect billing
Decision: not upheld, no recommendations

Summary

C complained on behalf of A regarding a bill for water usage at a business premises which was unusually high. After the water meter was removed and tested, it was found to be faulty, in that it was under-recording water usage. C was dissatisfied that these tests results were only representative of the meter performance at the time of it being tested and not at the time of the spike in usage. C also highlighted that the area was subject to historic flooding.

We did not identify evidence that the spike in water usage was supported by historic flooding in the area. The evidence available showed that the meter was under-recording the volume of water usage and did not explain the increased usage. Therefore, we did not uphold the complaint.