

## SPSO decision report

**Case:** 202101632, Business Stream  
**Sector:** Water  
**Subject:** Incorrect billing  
**Decision:** resolved, no recommendations

### Summary

C complained about Business Stream's communication regarding their account. There was also disagreement between C and Business Stream over the amount owed in respect of the account.

Business Stream accepted an unreasonable length of time had been taken regarding the matter and that they could have been more proactive in seeking some information from C. In seeking information from Business Stream to assist in investigating the complaints, we advised them of the amount C believed was owed in respect of the account and if Business Stream accepted this amount, that C would consider the matter resolved. Business Stream and C came to agreement over the amount owed in respect of the account. Therefore, given that resolution had been achieved and the matter resolved in C's view, there were no grounds for us to continue the investigation and discontinued it.