

SPSO decision report

Case: 201201874, Business Stream
Sector: water
Subject: incorrect billing
Outcome: no decision reached

Summary

Ms C complained on behalf of the owner of a farm (Mr A), about Business Stream's refusal to reduce a high bill he had received. We obtained further information from Business Stream and established that they had previously awarded Mr A an allowance for a burst pipe under their burst allowance policy. We discussed the matter with Ms C, who then discussed it with Mr A. Following this, Mr A was satisfied and withdrew his complaint. There were no grounds for us to pursue the complaint and we closed the case.