

SPSO decision report

Case: 201406949, Business Stream
Sector: water
Subject: incorrect billing
Outcome: resolved, no recommendations

Summary

Ms C complained to us that Business Stream had unreasonably billed her for water charges for a property that was vacant. Ms C had subsequently sold the property. In response to our enquiries on the complaint, Business Stream said that after considering the circumstances of the case, they would be willing to close Ms C's account and withdraw all charges. Ms C confirmed that this resolved her complaint and, consequently, we closed the case.