

SPSO decision report

Case: 201608438, Business Stream
Sector: water
Subject: incorrect billing
Decision: resolved, no recommendations

Summary

Ms C complained about her liability for water charges, as well as the manner in which she was billed for them by Business Stream. We contacted Business Stream to request information regarding the complaint. They responded by asking to re-open a dialogue with Ms C to attempt to bring the case to a satisfactory conclusion. Ms C listed various matters which she wished to be addressed and the organisation agreed to all of her requests. Ms C was satisfied with this outcome and we therefore closed her complaint without further investigation.