

## SPSO decision report

**Case:** 201707727, Anglian Water Business  
**Sector:** water  
**Subject:** incorrect billing  
**Decision:** resolved, no recommendations

### Summary

Mr C made a complaint that Anglian Water Business unfairly made him pay a standing charge for a fourth Supply Point ID at his business premises, which was not in use. Following our initial investigation, the water provider suggested writing-off the remaining balance on the account in recognition of an ongoing charitable exemption on the account and the delays in responding to Mr C's complaint. As this was an acceptable resolution, we closed our investigation as being resolved, with no finding on the agreed complaint.