

SPSO decision report

Case: 201810094, Clear Business Water
Sector: Water
Subject: incorrect billing
Decision: some upheld, no recommendations

Summary

Mr C complained that Clear Business Water (CBW) had failed to bill him appropriately. Mr C informed CBW that his restaurant had ceased trading but he occupied the premises above the restaurant which still required water. Mr C said that they were continuing to bill him as if his business was still operating and that he was receiving invoices on the basis of a large restaurant. We found that Mr C had been billed on actual meter reads and that CBW had manually recalculated his outstanding balance according to the information he had supplied. Therefore, we did not uphold the complaint.

Mr C also complained that CBW failed to handle his complaint reasonably. We found that there was a delay in Mr C's correspondence being dealt with as a complaint. Therefore, we upheld the complaint. However, given the action taken by this office in response to an earlier complaint we did not make any further recommendations.