

## SPSO decision report

**Case:** 201901131, Water Plus Select Ltd  
**Sector:** Water  
**Subject:** Complaints handling  
**Decision:** resolved, no recommendations

### Summary

C complained to their water provider that they had failed to reasonably bill them for their water services and that they failed to reasonably handle their subsequent complaints on this matter. Since receiving C's complaint, the SPSO have published two public reports about Water Plus. C and Water Plus have managed to reach agreement on the final payment due. The complaint has been closed on the grounds of it being resolved to the satisfaction of C.