

WATER BILL

The Water Bill is based on the daily calculation of consumption and associated tariffs. This calculation will result in a bill or a credit note, if there are values to be refunded.

Meter Reading

EPAL reads water meters every two months, except high-volume consumers, whose meters are read monthly. In the periods between readings made by EPAL, customers can send in their

• Communication of Meter Readings: 800 201 101 (toll-free number)

• EPALnet
• waterbeep®
• myAQUA®

ON-LINE VALIDATION

Estimated Consumption

In the absence of a reading, the values billed are estimated, being adjusted after a meter reading by EPAL or the customer. Estimated consumption is regularized after a meter reading, carried out by EPAL or the Customer.

Whenever there are changes to your consumption habits or a prolonged absence from the premises, let us know so that we can adjust the estimate.

Billing Process

Billing is based on the daily calculation of consumption and associated tariffs.

This calculation will result in a bill or a credit note, if there are values to be refunded.

The Water Bill also includes the Customer Account, which summarises the outstanding documents (bills and/or credit notes) at the date of issue. The Customer Account balance corresponds to the total amount payable or receivable by the Customer. Payment of the Customer Account balance settles all the debits and credits it includes.

EPAL PHONE NUMBERS

24h per day, every day

Customer Help Line | 213 221 111
(cost of a call to the national fixed network)

Free phone call | Communication of meter readings | 800 201 101

Free phone call | Loss of supply | 800 222 425

Free phone call | Report a burst pipe in the street | 800 201 600

Fax | 213 251 397

EPAL site www.epal.pt

EPALnet

myAQUA

EPAL SHOPS

EPAL Shop in Restauradores - Headquarters

Av^a da Liberdade, 24 1250-144 Lisbon
from 8:30 am to 7:30 pm every working day

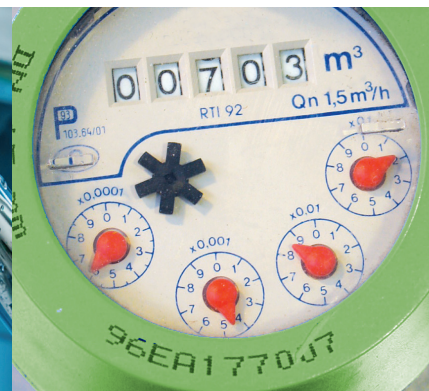
EPAL Shop in Laranjeiras One Stop Shop

Edifício Atlanta II, Rua Abranches Ferrão, 10-C
1600-001 Lisbon
from 8:30 am to 7:30 pm Monday to Friday
and 9:30 am to 3:00 pm Saturday

BY POST

Commercial Department - Headquarters

1st issue | 2025





WATER BILL

Water Accounts

Water Supply | variable according to the bands expressed in m³ (1m³ is equivalent to 1,000 litres) of water for each 30 days and type of consumption.

Standing Charge | fixed monthly value calculated according to the billing period, for the availability of direct access to the water supply. Aimed at covering costs related to the construction, maintenance and expansion of the infrastructures necessary for provision of the water supply service.

Decree Law no. 230/91 of 21st June

Lisbon City Council Accounts

Wastewater | value allocated to CML (Lisbon City Council) that includes a fixed availability tariff, expressed in euros for each 30 days, for use of the wastewater system and a variable tariff calculated according to the volume in m³ of billed water in the consumption bands.

Order no. 399/85, of 28th June

Regulation no. 569-A/2014, of the Municipality of Lisbon, published in the *Diário da República (Official Gazette)*, 2nd series, of 30th December 2014

Solid Urban Waste | value allocated to CML that includes a fixed availability tariff, expressed in euros for each 30 days, and a variable tariff, expressed in euros and calculated according to the volume in m³ of billed water.

Regulation no. 569-A/2014, of the Municipality of Lisbon, published in the *Diário da República (Official Gazette)*, 2nd series, of 30th December 2014

Additional | value allocated to CML based on m³ of billed water to compensate the value of municipal consumption.

Order no. 6-A/92, of 8th January

Taxes

Water Resources Tax - Water | value based on the amount of water billed, to support the operation of activities for the management and protection of water resources.

Water Resources Tax – Wastewater | variable value connected to the direct or indirect discharge of effluents to water resources, which may have a significant impact.

Decree Law no. 97/2008 of 11th June Order no. 484/2009 of the Minister of the Environment, Regional Planning and Regional Development, published in the *Diário da República (Official Gazette)*, 2nd series, of 8th January 2009

Water Bill Information Detail

1 Total amount to be paid or received, date by which payment must be made, and date of the next visit by EPAL to read the meter.

2 Date by which the Customer must report the meter reading and information on the available means.

3 **Customer Account** | summarises the outstanding documents (bills and/or credit notes) at the date of issue.

4 **Document Summary** | description of the amounts relating to water supply, wastewater, solid urban waste, additional from CML (Lisbon City Council), services provided, taxes, late payment interest, VAT and presentation of the total amount.

5 **Meter** | brand, number, caliber and date of installation.

6 **Average Unit Cost of Bulk Service** | information on the average unit cost associated with “bulk services” relating to the management of wastewater and urban solid waste, supported by CML (in the previous year).

Decree Law no. 114/2014 of 21st July

Law No. 12/2014, of 6 March

7 **Meter readings/Consumption** | describes previous and actual meter readings, type of consumption (real and estimated) and consumption period.

8 **Meter Readings history**

9 **Consumption billed** in the last 12 months

10 **Document Detail** | identifies water accounts (water supply and standing charge) wastewater and solid urban waste accounts, additional from CML, services provided, taxes, late payment interest and VAT..

11 Payment deadline and invoice amount

EPAL
Grupo Águas de Portugal
Empresa Portuguesa das Águas Livres, S.A.
Av. Liberdade, 24 - 1250-144 LISBOA
Matriculada na CRC de Lisboa sob o nº 2384 - Número Contas nº 500 955 840 - Capital Social € 100 000 000

FATURA nº
Código Cliente

pág. 1 / 2

Valor a Pagar 1
Pagável até 2
Data da próxima leitura
Linha gratuita 800 201 101 (24h) ou www.epal.pt/EPALnet

Comunicação de leituras no dia

3
Conta Cliente
Documentos por regularizar
Data de Emissão
Valor
Data limite pagamento
Obs.

4
Resumo da FATURA nº
Período de faturação de
EPAL - Abastecimento de Água
CMLisboa - Saneamento
CMLisboa - Resíduos Sólidos
CMLisboa - Adicional
TAXAS
IVA

5
Contador da Água
Marca
Princ. REGULADORA
Sec.
Nº contador
Calibre
Data instalação

6
Custo médio unitário do serviço em Alta
Em 2014 a aquisição do serviço de saneamento de águas residuais urbanas à Sintejo teve um custo médio unitário de xx/m³
Em 2014 a aquisição do serviço de tratamento de resíduos urbanos à Valorsoft teve o custo médio unitário de xx/m³

7
Referências para Aterragem ou Cancelamento do Débito Direto SEPA
Nº Autorização
Entidade: PAGÁVEL NOS BALCÕES DA EPAL

8
CÓD. CLIENTE
CÓD. ENTIDADE
CÓD. LOCAL
CONTA CLIENTE Nº
VALOR

EPAL
Grupo Águas de Portugal
Empresa Portuguesa das Águas Livres, S.A.
Av. Liberdade, 24 - 1250-144 LISBOA
Matriculada na CRC de Lisboa sob o nº 2384 - Número Contas nº 500 955 840 - Capital Social € 100 000 000

FATURA nº
Código Cliente

pág. 2 / 2

Leituras / Consumos
Consumo faturado
Leitura Anterior
Leitura Atual
Princ.
Sec.
Consumo
Consumo faturado e previsto de consumo
Dedução consumo faturado por estimativa
Leitura efetuada pela Empresa

7
8
9
Gráfico do consumo faturado nos últimos meses
Consumo médio de água
Custo médio diário em água nos últimos 365 dias

10
FATURA nº
EPAL - Abastecimento de Água
CMLisboa - Saneamento
CMLisboa - Resíduos Sólidos
CMLisboa - Adicional
TAXAS

11
Data Lim. Pagamento
Valor da FATURA nº

Atendimento a Clientes (24h/dia)
Comunicação de Leituras (24h/dia - chamada gratuita)
Comunicação de Roturas (24h/dia - chamada gratuita)
Faltas de Água (24h/dia - chamada gratuita)
Fax
Site
e-mail

213 221 111
800 201 101
800 201 600
800 222 425
213 251 397
www.epal.pt
epal@epal.pt

ERAR - Entidade Reguladora dos Serviços de Água e Resíduos
Tel.: 210 252 200 E-mail: geral@ersar.pt
Site: www.ersar.pt
CML - Câmara Municipal de Lisboa
Tel.: 808 203 232 E-mail: municipal@cm-lisboa.pt
Site: www.cm-lisboa.pt
RSB - Regimento de Sapadores Bombeiros de Lisboa
Linha de Emergência e Socorro - Tel.: 808 215 215
E-mail: rsb.munic@cm-lisboa.pt
Site: www.rsblisboa.com.pt

Lojas EPAL
Edifício Sede
Av. Liberdade, 24 1250-144 Lisboa
Das 9h00 às 17h00
Todos os dias úteis
Loja do Cidadão
Edifício Alameda II, R. Albranches
Fátima, 10-C 1600-001 Lisboa
Das 9h00 às 19h00 de 2ª a 6ª
Das 9h30 às 19h00 no Sábado

Services | description of the services performed by EPAL, with the costs included in the Water Bill.

Late payment interest | a percentage rate on late payment of invoices within a given period of time.

Article No. 563/2015 of the DGTF – General Directorate of Treasury and Finance sets the interest rate applicable to credits held by commercial companies on a half-yearly basis.

Article 559 of the Civil Code and Order no. 291/2003, of 8 April, set the legal civil late payment interest rate for domestic customers.