

GOOD PRACTICES

- When you intend to make changes to the building network that may interfere with the location of the meter and/or the level of flow supplied or pressure available, contact us through the Customer Helpline.
- We recommend that you replace lead piping in building and home networks to minimise lead levels in the water.
- Household taps should be subject to regular cleaning and disinfection to prevent sediment and/or development of microorganisms.

When you suspect there are water losses

Turn off all taps in your house, except the mains stopcock, and if the red dial or digit (litres and decilitres) is moving, it is because there is a loss of water through a tap, toilet or hidden burst pipe.

If you detect a visible burst pipe or water leaking from the pipes and/or taps, turn off the stopcock immediately and repair it.

If the repair requires the stair valve or service connection valve to be turned off, contact us via the customer helpline as legally only EPAL are allowed to do this.

In case of emergency, contact the Fire Service on 213 422 222.

What you should do if you have no water

1. Check that taps are turned off and disconnect electrical equipment that uses water (washing machines and dishwashers) to avoid waste
2. Find out if the interruption affects the whole building or only your home
3. Confirm that the stopcock, next to the meter, is turned on (to turn it on, you must turn it anti-clockwise)

If you see that the interruption to the supply affects:

- your home or building, contact EPAL via the Customer Helpline
- your area, phone the Water Cuts Information Line to find out when the supply will be restored

SERVICES PROVIDED BY EPAL

EPAL performs services in the area of home care, with the cost included in the following invoice.

- **Building network repairs:**
 - Repairs to piping
 - Stopcock and stair valve replacement
 - Sealing of tap unions
 - Common service meter piping installation
- **Connecting and disconnecting water** in case of emergency or for repairs

TIPS FOR EFFICIENT USE

- Turn off taps tightly
- Keep the tap turned off when you are putting soap on your hands
- Use a cup when brushing your teeth
- Have quick showers
- Use fully loaded dishwashers and washing machines
- Use water from washing fruit and vegetables to water plants
- Wash your car at a car wash

TIPS FOR DRINKING WATER WITH MORE SATISFACTION

- Rinse bottles and water containers regularly
- Do not use hot tap water for tea/coffee, only heated cold water
- In the summer and after your holidays, before drinking water let it run a little to refresh it
- Keep water in the fridge in a covered container

CONTACTS

- Customer Helpline** | 213 221 111
(charged as a national rate call)
- Send in meter readings** | 800 201 101
- Loss of supply** | 800 222 425
- Report a burst pipe in the street** | 800 201 600

E-mail: geral.epal@adp.pt

Site: www.epal.pt

EPALnet: go to www.epal.pt and sign up



USEFUL INFORMATION

EPAL is responsible for the distribution of **water** in the City of Lisbon, supplying quality water to around **350,000 customers**.

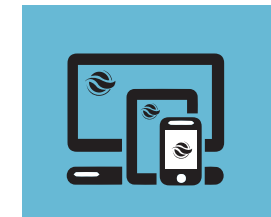
SERVICES FOR YOUR CONVENIENCE



water e-account

Receive your water bill by e-mail quickly and safely.

Sign up now by calling 800 201 600 (free), on the EPAL site or the EPALnet Client site



EPALnet Clients

With this free interactive service, you can check and manage your customer details conveniently and securely, at any time and from any computer.

Sign up www.epal.pt/EPALnet



waterbeep®

This service lets you closely monitor your water consumption, enabling you to receive alerts indicating consumption that is abnormal, or even burst pipes.

To sign up to waterbeep® you only need to be registered on EPALnet and only need to give your entity code (available on your water bill), your tax number and e-mail address. Sign up at www.epal.pt/waterbeep.



myAQUA®

With the installation of this free app on your smartphone, you can check and manage your customer details, send in readings, check water bills and much more.

Just go to your mobile's app store and install myAQUA®.



SEPA Direct Debit

For your convenience and security, pay your water bill through your bank.

Sign up via Multibanco, the Customer Helpline, the EPAL site, EPALnet Clients, myAQUA® or EPAL shops.

CONTRACT

Signing of the Contract

The water supply contract is finalised via:

- **Customer Helpline** | 213 221 111
(charged as a national rate call)
- **EPAL site** | www.epal.pt
- **EPAL shops** | Av. da Liberdade and Laranjeiras One-stop shop

The following are required to finalise the contract

Identification

- Identity card, citizen's card, passport or driving licence
- Tax number card
- Property register number

Contract signature

- Signed by the customer, their representative or attorney

Proof of legitimate occupancy

Presentation of the following:

- Lease Agreement, Lease Deed, Lending Agreement, Property Title Certificate, Deed of Purchase and Sale, Purchase and Sale Pre-contract or Deed of Transfer, in each case it being necessary to indicate the Land Registry code and fraction
- Identification of the Owner (name and tax number)

Meter reading (if one is installed)

Signing of the contract is free!

Termination of the Contract

The customer must advise EPAL of their intention to terminate by letter, e-mail or via the EPAL site.

The following are required to terminate the contract

- Customer name and code
- Identification of the supply address where it is intended to terminate the contract and the postal or electronic address to send the last water bill
- Meter reading
- Address for sending the last water bill
- Termination only takes effect from the date EPAL reads the meter, which must happen within 15 days of the request to terminate
- You must be present at the location on the agreed date to guarantee access to the meter. If EPAL cannot read the meter, the customer will continue to be responsible for any ongoing charges

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 customer account comprises outstanding items (bills and/or credit notes) on its date of issue.

Estimated Consumption

In the absence of a reading, the values billed are estimated, being adjusted after a meter reading 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.

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 the 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.

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.

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.

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

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.

Waste Management Tax | value based on the amount of water billed aimed at passing on the environmental costs associated with waste management.

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 reading via:

- **Meter-reading phone line**
800 201 101 (free call)
- **EPALnet** (on-line reading validation)
- **waterbeep®** (on-line reading validation)
- **myAQUA®** (on-line reading validation)

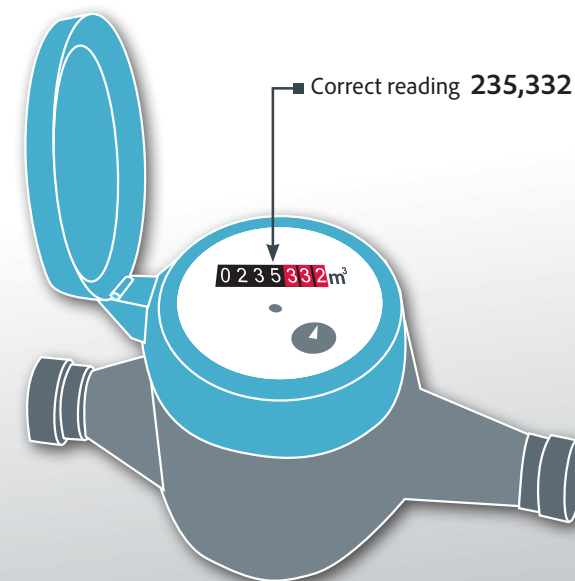
Advantages of having your readings up to date

- Avoids estimated bills
- Avoids account adjustments for excess values billed
- Allows the monitoring of your consumption
- Allows you to detect water leaks or invisible bursts, reducing waste
- Avoid interruptions to your supply due to the meter not being read (in accordance with Decree Law no. 194/2009 EPAL can disconnect the water supply if more than eight months elapse between consecutive meter readings)

Note: The date of the reading to be made by EPAL is shown on the water bill immediately prior to it being carried out, with a notice being fixed to building doors with due advance warning.

How to read the meter

Use the numbers on a white or black background (m³) followed by the numbers on a red background (litres)



RESPONSIBILITIES

● EPAL

For the maintenance of the general distribution network and service connections up to the connection point for the building.

● Client

For the maintenance and repair of the building network pipes, stair valve and stopcocks and equipment (toilets and taps inside the home).

Rights and Duties of the Customer

Rights

- Water of adequate quality, quantity and pressure
- Information about interruptions to the supply
- Timely Response to Complaints
- EPAL phone lines available 24 hours per day, every day

Duties

- Allow access to EPAL personnel to read or substitute the meter or check the building network, in order to avoid any interruption to the supply due to contractual non-compliance
- Pay bills on time, to avoid any interruption to the supply
- Keep contract data up to date, ensuring an efficient and personalised relationship
- Advise EPAL of any anomaly with the meter
- Contact EPAL when, in order to conduct repairs, it is necessary to turn off the service connection valve or stair valve, as they are the only entity legally allowed to do this

