

WATER BILL

The Water Bill is the document that bills your water consumption. It may be either a bill or a credit note if there are amounts to be returned by EPAL.

Meter Reading and Estimated Consumption

EPAL reads water meters every two months, except high-volume consumers, whose meters are read monthly.

In the absence of a reading, the values billed are estimated, based on the average of previous real consumptions resulting from the meter readings.

Estimated consumption is regularized after a meter reading, carried out by EPAL or the Customer

CONTACT US

In the periods between readings made by EPAL, customers can send in their reading on the date indicated on the Water Bill, via:

- Communication of Meter Readings: 800 201 101 (toll-free number)
- EPALnet
- waterbeep®
- myAQUA®

ONLINE VALIDATION

Have you change your consumption habits, or intent to be absent from the premises for a long time? If yes, 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 Customer Account 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.

WATER BILL BY E-MAIL | SIGN UP

Receive your water bill by e-mail quickly and safely

Less paper, less carbon, more Environment

Sign up now by calling the Customer Help Line, on the EPAL site, the EPALnet Clients or myAQUA.

SEPA DIRECT DEBIT | SIGN UP

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

Sign up via Multibanco, the Customer Help Line, the EPAL site, EPALnet Clients or myAQUA.

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

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

2nd issue | 2025

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.