



H2O QUALITY

THE FREE APP THAT
ALLOWS YOU TO CHECK
THE QUALITY OF WATER
WHEREVER YOU ARE



BUILDING NETWORKS AND FITTINGS

Good Maintenance Practices



THE FUNDAMENTAL OBJECTIVE OF A WATER SUPPLY SYSTEM IS TO CONTINUOUSLY SUPPLY WATER IN QUANTITY AND QUALITY.

To ensure the quality of the water distributed, EPAL subjects the water extracted to several treatment processes, with thousands of determinations of physical-chemical, microbiological and organoleptic parameters being carried out on samples collected throughout the system.

However, the quality of the water supplied to the customer at the entry to the building (service connection) may change due to a lack of maintenance of the home distribution network in the building.

This change can occur because of contact with building network piping, hydropressors, welds and fittings, mainly due to them being subject to the natural phenomenon of corrosion.

The customer/owner is responsible for the home building network and must ensure the plumbing and taps (stair, safety and domestic) are in a good state of repair and maintenance..

WARNING

Untreated water (e.g. wells or boreholes) should never be allowed to enter the building's domestic distribution network. Illegal connections to other sources of water may pose a high risk to the inhabitants' health, as well as contaminating the public water supply, posing a risk to public health.

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

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

Avª 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



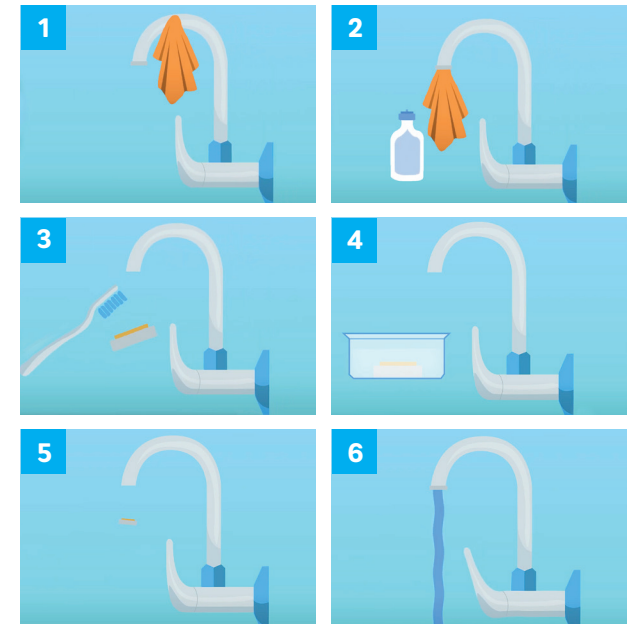
GOOD PRACTICES

- Whenever you want to make changes to the building network that change the location of the meter, and/or affect the level of flow supplied or pressure available, contact us on the Customer Service Line 213 221 111 (24h), to find out about the correct procedure
- Materials to be used in building networks must be suitable for being in contact with water for human consumption (e.g. stainless steel pipes, high density polyethylene, cross-linked polyethylene, polypropylene, polybutylene, galvanized iron and copper, etc.), thus guaranteeing water quality
- Any lead plumbing in the building and domestic networks should be replaced/renewed in order to reduce the levels of lead in the water to a minimum
- When there is a water tank, it must be installed in a clean and ventilated location, properly protected (covered) and be washed and disinfected at least once a year
- Household taps must be regularly cleaned and disinfected to prevent deposits of sediment (e.g. limestone and iron) and/or the development of microorganisms. Kitchen taps, due to their proximity to food and detergents, are more susceptible to contamination, and extra care must be taken

CLEANING AND DISINFECTION OF TAPS

- Clean the outside of the tap with a suitable detergent
- Then disinfect the visible inner part with a cloth soaked in a traditional bleach solution (not perfumed or mixed with detergents) diluted in an equal amount of water or disinfect with 70% ethyl alcohol
- Wait a few minutes and turn on the tap, allowing the water to run for a few seconds, to remove any remaining disinfectant
- In the case of taps with internal filters, remove the filters and clean them with a brush to remove any sediment that may be present

- Place the filters in a container and let them stand for 5 to 10 minutes in the same traditional bleach solution or in 70% ethyl alcohol
- Complete the operation by putting the filters back into the taps. Turn on the tap and let the water run for a few seconds to remove any remaining disinfectant



WARNING

After a long period without using water (e.g. holidays), EPAL recommends that you refresh the water in the pipes of the private network by letting the water run for a while.

This procedure is essential to guarantee the quality of the water supplied by the supply system.

If the building/domestic network is old, EPAL also recommends that you let the water run for a short time on the first use of the day if you notice a change in the colour of the water.

Tip for Efficient Use: Use unused water for cleaning or watering plants