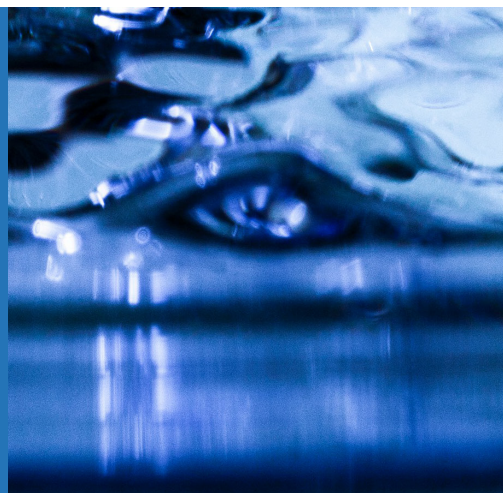




emiliAmbiente

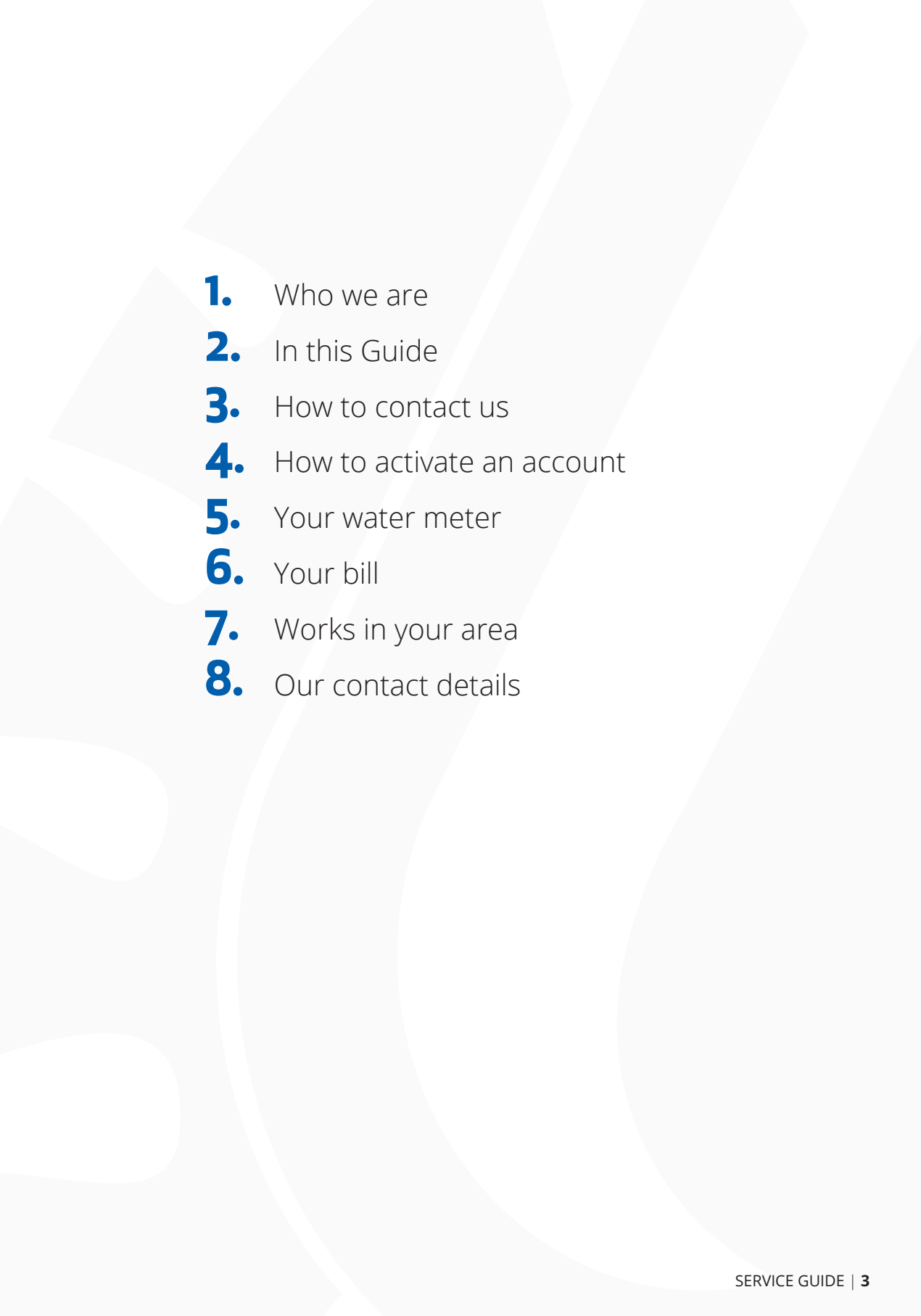


SERVICE GUIDE



A close-up, high-speed photograph of water splashing and creating ripples. The water is a deep blue color, and the background is a lighter blue. The text is overlaid on the upper half of the image.

**The Water Service
in your municipality:
useful information and where
to find it**

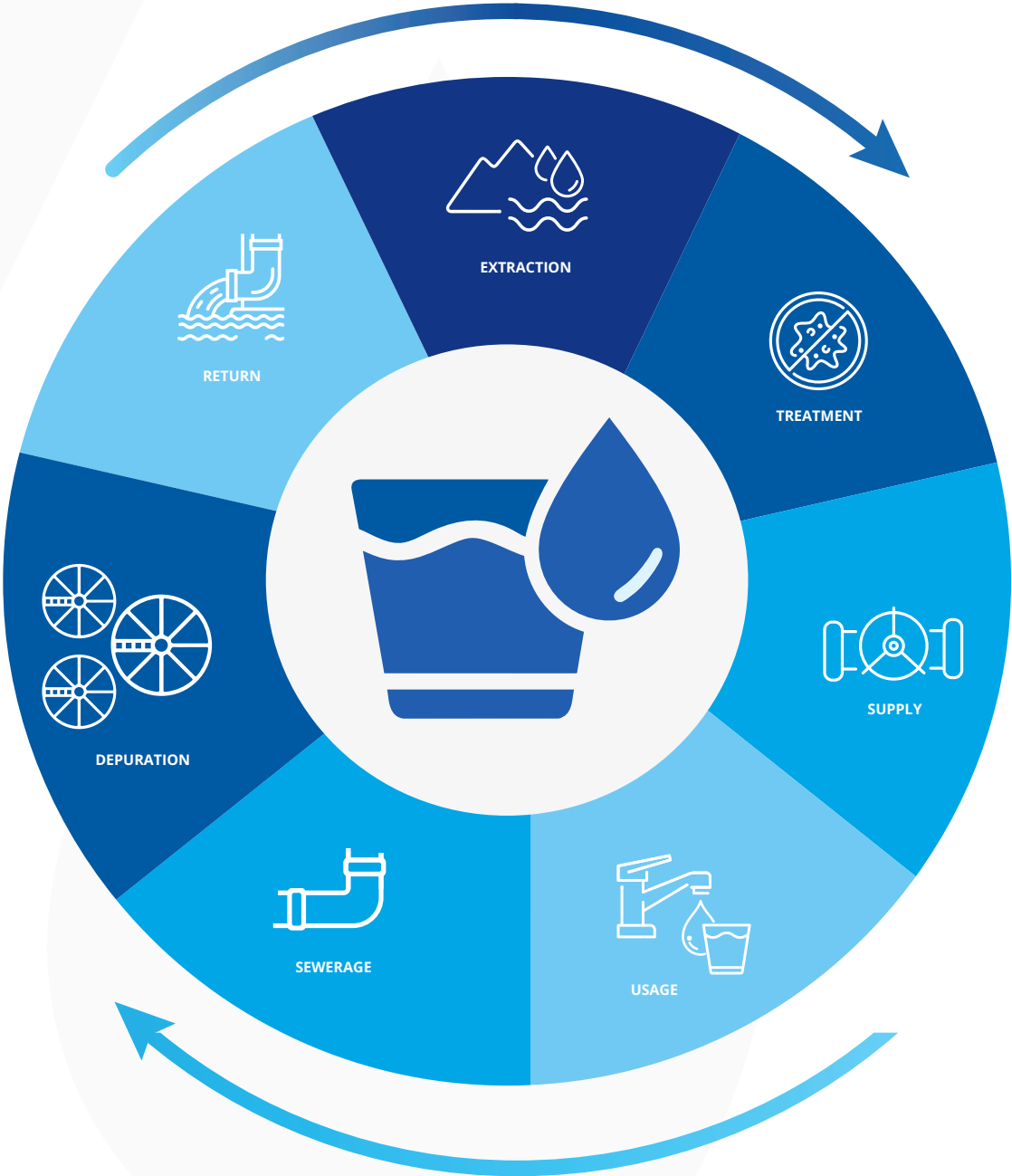
- 
- 1.** Who we are
 - 2.** In this Guide
 - 3.** How to contact us
 - 4.** How to activate an account
 - 5.** Your water meter
 - 6.** Your bill
 - 7.** Works in your area
 - 8.** Our contact details

1. Who we are

EmiliAmbiente SpA takes care of an **Integrated Water Service** for 100,000 customers across the Province of Parma. The municipalities served are: Busseto, Colorno, Fidenza, Fontanellato, Polesine Zibello, Roccabianca, Salsomaggiore Terme, San Secondo Parmense, Sissa Trecasali, Soragna, Torrile.

It is a publicly owned company whose shares are owned by public bodies.

The Integrated Water Service



2.

In this Guide

You will find the most important and useful information on the Integrated Water Service provided by EmiliAmbiente.

It is a summary of our **Service Charter**, a document which you can read in full in the dedicated section of the website www.emiliambiente.it (Homepage > Società > Carta dei Servizi).

The Service Charter is drawn up in accordance with ARERA¹ guidelines and updated periodically and we pride **ourselves to consider it a genuine commitment towards our customers.**

That is why it is important to be familiar with it!



For further details:

- Scan the QR code with your smartphone to access the Italian version of the Service Charter (Carta dei Servizi)
- Or contact our Customer Care Service at servizioclienti@emiliambiente.it or call our freephone number 800 427999



¹ The Italian Regulatory Authority for Energy, Networks and Environment

Quality standards

In providing its Water Service, EmiliAmbiente is committed to uncompromising quality:

- **General quality standards** -> these are the service levels we must guarantee across all of the services provided to our customers;
- **Specific quality standards** -> these are the service levels we must guarantee for each single service.

If we fail to meet a specific standard (provided this is not due to unforeseeable circumstances (force majeure), or the fault of the user or third parties), we are required to pay **an automatic compensation**, credited directly on the first available invoice.



3.

Contact us

Call Customer Care Service



Open Monday to Friday from 8.30 am to 4.30 pm; Saturdays from 8.30 am to 12.30 pm.

Please call this number to request information on:

- contracts
- account transfers
- bills
- connections
- complaints
- bill and billing adjustments
- billing issues
- meter self-reading
- leaks in your own portion of the plumbing system (downstream of the meter) and related discounts
- How to book an appointment at our service desks.

Alternatively, you can email servizioclienti@emiliambiente.it

Visit our service desks

We have service desks in the following towns:

- Busseto – Town Hall (Piazza Verdi 10)
- Colorno – Town Hall (Via Cavour, in the offices next to the Municipal Police)
- Fidenza – Piazza Ponzi 4
- Fontanellato – Town Hall (Piazza Matteotti)
- Roccabianca – Town Hall (Viale Rimembranze 3)
- Salsomaggiore Terme – Piazza Falcone e Borsellino 3
- San Secondo P.se – Town Hall (Piazza Mazzini 10)
- Sissa Trecasali – Town Hall (Trecasali, Piazza Fontana 1)
- Soragna – Town Hall (Piazza Meli Lupi 1)
- Torrile – Town Hall (San Polo di Torrile, Via Primo Maggio)

Find below the **opening days and hours** for the service desks that can be visited without an appointment.

Please note: these may be subject to change! Before visiting a service desk, always check the website www.emiliambiente.it > Servizi per i Cittadini > Sportelli or call Customer Care Service (800 42 79 99).

MONDAY	FIDENZA 8.30 AM - 1.00 PM	SISSA TRECASALI 8.30 AM - 10.30 AM	FONTANELLATO 9.00 AM - 12.00 PM	SORAGNA 15.00 PM - 16.30 PM
TUESDAY	FIDENZA 8.30 AM - 1.00 PM	SALSOMAGGIORE T. 8.30 AM - 12.30 PM	TORRILE 9.00 AM - 11.00 PM	
WEDNESDAY	FIDENZA 8.30 AM - 1.00 PM	BUSSETO 8.30 AM - 12.30 PM		
THURSDAY	FIDENZA 8.30 AM - 1.00 PM	COLORNO 8.30 AM - 1.00 PM	SALSOMAGGIORE T. 8.30 AM - 1.00 PM	
FRIDAY	FIDENZA 8.30 AM - 1.00 PM			
SATURDAY	FIDENZA 8.30 AM - 12.30 PM			

The Credit Department is located at the Fidenza branch and is open Monday to Friday from 8.30 AM to 12.30 PM.

You can visit the following service desks **by appointment only; please call 800 42 79 99:**

- ✓ San Secondo P.se on Wednesdays from 10.30 AM to 12.30 PM
- ✓ Roccabianca on Wednesdays from 8.30 AM to 10.00 AM
- ✓ Fidenza in the afternoon
- ✓ Salsomaggiore Terme on Monday and Wednesday afternoons

If you have a disability or reduced mobility, call us on **800 42 79 99** or email servizioclienti@emiliambiente.it: we will advise you on the most convenient service desk or guide you through the online completion of the necessary paperwork.

Access the Online Service Portal

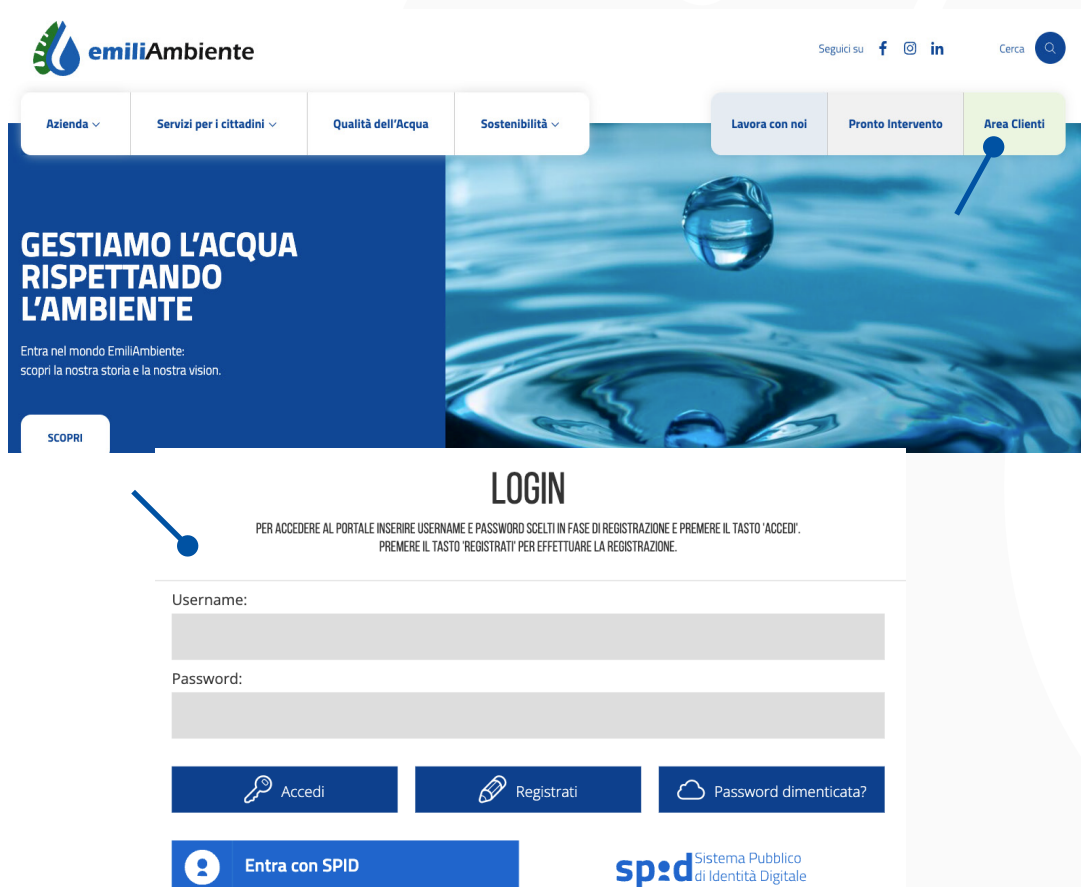
Access EmiliAmbiente's **Online Service Portal** in order to:

- Enter your meter readings and check your water usage;
- View your bills, pay them via the national platform PagoPA or submit a request to pay them in instalments;
- View and update your personal details and supply information;
- Submit requests for information, requests for billing adjustments or file complaints;
- Check the progress of submitted requests.

You can find it at **www.emiliambiente.it** (Homepage > Area Utenti) and access it in two ways:

1. via SPID (Public Digital Identity System), which automatically displays all supplies registered to your name;
2. by registering on the Portal, entering the tax payer's code of the account holder, an email address, and the CUSTOMER CODE shown on the supply contract and on the first page of each bill (please note: this is different from the Account Number!).

If you encounter any difficulties or wish to report any other issues, please call our **freephone number 800 42 79 99** or email servizioclienti@emiliambiente.it.



The image shows the EmiliAmbiente website. The top navigation bar includes the logo, social media links, and a search bar. Below this is a secondary menu with options like 'Azienda', 'Servizi per i cittadini', 'Qualità dell'Acqua', 'Sostenibilità', 'Lavora con noi', 'Pronto intervento', and 'Area Clienti'. The main banner features the text 'GESTIAMO L'ACQUA RISPETTANDO L'AMBIENTE' and a 'SCOPRI' button. Below the banner is a 'LOGIN' section with instructions: 'PER ACCEDERE AL PORTALE INSERIRE USERNAME E PASSWORD SCELTI IN FASE DI REGISTRAZIONE E PREMERE IL TASTO "ACCEDE". PREMERE IL TASTO "REGISTRATI" PER EFFETTUARE LA REGISTRAZIONE.' The login form has fields for 'Username:' and 'Password:'. At the bottom, there are buttons for 'Accedi', 'Registrati', 'Password dimenticata?', and 'Entra con SPID'. The SPID logo and text 'Sistema Pubblico di Identità Digitale' are also present.

emiliAmbiente Segui su [f](#) [@](#) [in](#) Cerca 

Azienda ▾ Servizi per i cittadini ▾ Qualità dell'Acqua Sostenibilità ▾ Lavora con noi Pronto intervento **Area Clienti**

GESTIAMO L'ACQUA RISPETTANDO L'AMBIENTE

Entra nel mondo EmiliAmbiente:
scopri la nostra storia e la nostra vision.

SCOPRI

LOGIN

PER ACCEDERE AL PORTALE INSERIRE USERNAME E PASSWORD SCELTI IN FASE DI REGISTRAZIONE E PREMERE IL TASTO "ACCEDE".
PREMERE IL TASTO "REGISTRATI" PER EFFETTUARE LA REGISTRAZIONE.

Username:

Password:

 Accedi  Registrati  Password dimenticata?

 **Entra con SPID**

spid Sistema Pubblico di Identità Digitale

Call the Emergency Service Helpline



Call us for free to report urgent **failures and potentially dangerous situations, such as leaks on public land or service interruptions or incidents.**

The helpline is available 24/7.

After calling our helpline, you will receive a call from an EmiliAmbiente engineer, who will contact you to gather detailed information and – if necessary – arrange a first on-site visit, with the aim of assessing the type of intervention required and its priority.



EmiliAmbiente's advice:

... What if the line is busy? The emergency is likely to affect multiple customers, so don't give up!

We will answer you within 120 seconds.

...What if I have a leak at home? EmiliAmbiente IS NOT ENTITLED to intervene on private pipework. Therefore, if you discover a leak in your home or in a private property (downstream of the meter), do not call the Emergency Services Helpline! Please call the Customer Care Services instead (800 42 79 99) to find out if you are entitled to the concessions provided for in the event of a hidden leak.

What if something has gone wrong?

Call for free the **Customer Care Service (800 42 79 99)**: we'll work together to sort it out.

If, on the other hand, you wish to file a complaint or request a billing adjustment, access the Online Service Portal on the website **www.emiliambiente.it** (Homepage > Area Clienti) or write to us at **segnalazioni.reclami@emiliambiente.it**

You can find out about all your rights and how to exercise them by visiting the dedicated section of the website **www.emiliambiente.it** (Homepage > Servizi per I Cittadini > Reclami).

If you submitted a written complaint to EmiliAmbiente and no reply is received within 50 days, or if you feel you have received an unsatisfactory reply, you may also contact the **ARERA² Conciliation Service** via the **conciliazione.arera.it** platform: a consumer protection tool designed to facilitate the resolution of any disputes with the Integrated Water Service Provider, thereby avoiding legal action.



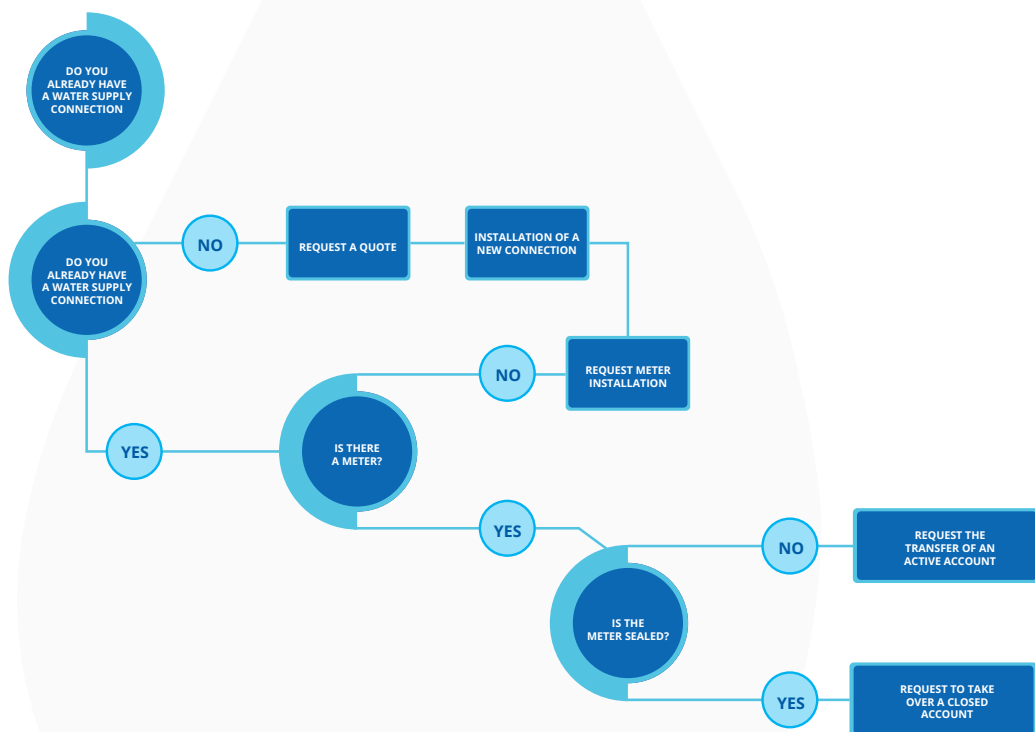
² The Italian Regulatory Authority for Energy, Networks and Environment

4.

How to open an account

If you wish to activate a new contract or request a service relating to an existing account, you will find all the necessary information **in the Forms and Procedures section** of the website www.emiliambiente.it (Homepage > Servizi per i Cittadini).

If you have any doubts about the procedure to follow, take a look at the map below, which lists the requests you can submit to us regarding supply contracts. You can also contact our Customer Care Service (servizioclienti@emiliambiente.it, Free phone number 800 42 79 99).



5.

Your meter

Your rights

EmiliAmbiente is required to make a **minimum number of attempts to read your meter** (two if your average annual water consumption is up to 3,000 cubic metres, three if your average consumption exceeds this figure) and to spread these attempts evenly over the course of 12 months.

If your meter is partially or completely inaccessible, we will notify you of the date and time slot for the reading at **least 48 hours in advance, via email or text message**; furthermore, scheduled readings in each municipality are regularly published on the website www.emiliambiente.it (Homepage > Servizi per i Cittadini > Contatori).



EmiliAmbiente's advice:

Watch out for scams

Please note that our meter readers always wear an **identification bib** showing their ID card and the name of the company they work for. If in doubt, call our **free phone Customer Care Service 800 42 79 99** before allowing anyone into your home.

Your responsibilities

1) If your meter is partially or completely inaccessible, please submit your meter reading:

- By calling the Meter Reading free phone number 800 12 79 87 available for this purpose 24/7
- Via the Online Service Portal on the website www.emiliambiente.it (Homepage > Area Clienti)
- By text message to 349 23 34 956
- By sending a photo of the meter reading to the WhatsApp number 349 23 34 956 or to the email address servizioclienti@emiliambiente.it

Please also remember that you are required to grant us access to the meter both for meter reading – on the day and at the time slot notified to you via email or text message – and for any maintenance work.

2) As a customer, you are responsible for the proper care and maintenance of the meter (as set out in the Service Regulations, which you can read on the website www.emiliambiente.it > La Società): we will therefore charge you for any repair costs resulting from neglect.



EmiliAmbiente's advice:

Keep an eye on your meter!

Submitting **regular readings** to EmiliAmbiente is a good habit as it helps us to keep track of your water usage and make sure you are only charged for the water you have actually used, thereby avoiding adjustment bills.

As EmiliAmbiente issues quarterly bills, it is advisable to submit your readings in four specific periods of the year: **at the end of March, the end of June, the end of September, and the end of December**. Tracking your water usage trends is also the best way to detect any possible hidden leaks straight away (to find out more, see the 'Your bill' section of this Guide).

Not sure how to read your meter?

Check out the infographics at www.emiliambiente.it (Servizi per i Cittadini > Contatori) to learn how!

6.

Your bill

The rates

Water is a public good. Why do I pay for it?

Water is a public good, but supplying water to your taps requires a complex network of infrastructure (such as wells, elevated tanks, and of course the water mains themselves), the construction and management of which are costly; the same applies to the disposal of wastewater, which must be collected in sewers and treated before being returned to the environment without polluting.

And how much do I pay?

Calculating the water service rates is very complex, anyway it actually all comes down to a simple fundamental principle: **the rates must cover the investments needed to keep the water mains and systems running efficiently**, as well as the operational costs of managing the service (such as staff and energy costs).

The rates are periodically updated/approved by ATERSIR³ and ARERA⁴.

You can find out the current rates by consulting the “Rates” section on the website www.emiliambiente.it (Homepage > Servizi per i Cittadini) or by checking your bill, where they are always listed.

3 Emilia-Romagna Regional Agency for Water and Waste Services

4 Regulatory Authority for Energy, Networks and the Environment

How to read your bill

On the website www.emiliambiente.it (Homepage > Servizi per i Cittadini > Tariffe > Come leggere la bolletta), you will find some infographics to help you understand **your service bill**.

On the first page, you will find:

- Your supply contract details
- Our contact details
- The total amount due and a breakdown of the items included
- The status of your payments

On the second page, you will find the meter readings, usage and expenditure details.

If you have any queries, please contact the Customer Care Service (800 42 79 99 or servizioclienti@emiliambiente.it) or visit your nearest service desk.



EmiliAmbiente's advice:

Want to make sure you receive your bill? Request to have it sent by email

You can do this via the Online Service Portal (www.emiliambiente.it > Homepage > Area Clienti) or by writing to servizioclienti@emiliambiente.it

Check and update your personal details

You'll find them on the first page of your bill (top left); please check that they're correct and let us know of any errors or changes.

How to pay your bill

- **By direct debit:** this service allows the cost of the water supply to be debited directly from your current account: thanks to this hassle-free solution you will not miss any due dates and pay your bill without having to go to the bank, post office or payment counter.
- Via **pagoPA**: at banks, post offices, betting shops, tobacconists, ATMs, supermarkets, via the IO app or our Online Service Portal.
- **At EmiliAmbiente**, by debit or credit card only, in Fidenza at Piazza Ponzi 4.

Water Bill Discount and Additional Financial Support

The Water Bill Discount is a government scheme designed to help **citizens struggling to balance their household budget** to cover the cost of water services. To benefit from this, citizens or households simply need to submit the Dichiarazione Sostitutiva Unica (Single Substitute Declaration) each year, which is required to obtain the **ISEE statement** (the assessment of your household's economic situation) needed to determine eligibility for all subsidised social services and benefits. INPS (the National Institute for Social Security) forwards the details of those eligible to EmiliAmbiente, which, after carrying out the necessary checks, will automatically apply the discount to the bill or via direct payment.

Payment in instalments, arrears and other issues: Contact us

What to do if you are struggling to pay your bills

First of all, let EmiliAmbiente know as soon as possible, by calling 800 42 79 99, emailing crediti@emiliambiente.it or visiting the Credit Department in Fidenza, located at Piazza Ponzi 4, open Monday to Friday from 8.30 am to 12.30 pm.

Avoiding communication and stalling is the worst choice you can make! Speak to us, we can work out a repayment plan together.

What happens if I am behind with my bill payments?

Ten calendar days after the due date of an unpaid bill, EmiliAmbiente may send the customer a **“friendly reminder”** containing details on how to settle the outstanding debt and a warning regarding the procedures that may be taken in the event of non-payment. At least 25 calendar days after the invoice due date, EmiliAmbiente may proceed to place the **customer “in default”**. If the customer persists in defaulting on the required payments, EmiliAmbiente reserves the right to limit the supply (in the case of resident domestic users) or suspend it (in the case of other types of water supply).



EmiliAmbiente's advice:

To prevent hidden leaks, keep an eye on your meter!

Unusually high bills and water wastage: so-called hidden leaks can come as a truly bitter surprise when discovered. These leaks occur **within the section of the water mains owned by the user** but are not visible: a typical example is a house with a garden where an underground pipe has burst right in the garden.

EmiliAmbiente supports customers facing such situations with a **scheme offering partial reimbursement of costs arising from increased consumption** due to hidden leaks: you can find all the information, forms and guidelines on the website www.emiliambiente.it (Servizi per i Cittadini > Perdite Occulte).

If you think you may be dealing with a hidden leak, please read the guidelines carefully and contact our Customer Care Service team promptly (Free phone 800 42 79 99) or email perdite@emiliambiente.it.

To prevent hidden leaks, follow this simple but important advice: **check your meter regularly** so that you can spot any unusual consumption immediately, and send us your meter reading at the end of each quarter.

7.

Works in your area

As we clearly state in our Service Charter, **we pride ourselves on ensuring the continuity of the Service**, and we are fully committed to it.

In some cases, however, a service interruption is unavoidable or necessary.

When?

In the case of scheduled maintenance required for the proper running of systems and networks, where it is not possible to carry out the maintenance intervention without an interruption

In such situations, we will give you at least 48 hours' notice in one of the following ways, depending on the size of the area affected:

- By notices displayed at the building entrance
- By direct notification to customers via text message
- On our online channels (website, social media pages)
- In the local press and on local radio and television.

• **In the case of unscheduled works, linked to accidental or unforeseeable failures or breakdowns**

In such situations, it is not always possible to notify affected customers in real time. If you notice that water supply has been interrupted and you have not received any notification, call the Emergency Service Helpline (800 99 27 39): we will provide you with all the necessary information and updates.

The Emergency Service Helpline is available 24/7.



EmiliAmbiente's advice:

What should I do if I notice a water quality issue (such as murky water)?

Run at least two taps for a few minutes, and if the problem persists, call EmiliAmbiente's **Emergency Service Helpline** (800 99 27 39); this will help us identify the problem and take prompt and appropriate action.

Found a leak at home? What to do

First of all, you need to establish whether the leak is in your portion of the plumbing system, i.e. the water line downstream of the meter.

Simply turn off all taps, switch off any appliances that use water and check the meter: if it continues to register usage, the leak is then in your own portion of the plumbing system. In this case, you will need to arrange for the repair yourself: EmiliAmbiente's responsibility extends only to the public part of the network, which ends at the meter. However, you can call our **Customer Care Service** (800 42 79 99) to find out if you are entitled to the concessions provided for in the event of a hidden leak.

Keep up to date

Please provide us with your email address and mobile number via the Customer Care Service (servizioclienti@emiliambiente.it, Free phone 800 42 79 99) or via the Online Service Portal: **we will notify you quickly** in the event of any issues. It is also useful to visit the News section of the website www.emiliambiente.it, subscribe to the Risorsaacqua newsletter and follow our Facebook page.

8.

Our contact details

Customer Care Service

800 42 79 99

Mon–Fri 8.30am–4.30pm | Sat 8.30am–12.30pm

Emergency Service Helpline

800 99 27 39

24/7

Submit a meter reading

800 12 79 87

24/7

Online

www.emiliambiente.it

By email:

servizioclienti@emiliambiente.it

preventivi@emiliambiente.it

perdite@emiliambiente.it

crediti@emiliambiente.it

domiciliazioni@emiliambiente.it

segnalazioni.reclami@emiliambiente.it

Registered office and administrative headquarters:

Via Gramsci 1/b, Fidenza

Keep up to date



www.facebook.com/EmiliAmbiente



www.linkedin.com/company/emiliambientespa



<https://www.instagram.com/scuoladellacqua>

Bevi responsa bilmente



Impara, custodisci, condividi.



emiliAmbiente



EmiliAmbiente Spa

Via Gramsci 1/B, 43036 FIDENZA

C.F. e P.IVA: 02504010345