

PRESS RELEASE

Water: conciliation service for unresolved complaints starts from July

Milan, 10 July 2018 - From July 2018, water sector users will also be able to make use of the Authority's online Conciliation Service to resolve issues relating to their supply, in case of an unanswered or unsatisfactory reply to a complaint from the operator. Following the introduction of the social bonus and the application of new technical quality standards, the Authority is gradually extending the protection already in force in the energy sector to the water sector and with Resolution 55/2018/E/idr it also introduces the Conciliation Service, already operating in the electricity and gas sector.

After submitting a complaint to their operator in order to solve a problem concerning the water supply, if the user has not received a response or the response is unsatisfactory, they will be able to choose between several alternatives: to access the Authority's Conciliation Service through the website conciliazione.arera.it; to contact the *Energy and Environment Consumer Helpdesk* to make a second complaint; or to use other conciliation instruments available, including on a local basis. In this transitional phase the user can still also contact the civil jurisdiction directly, since the conciliation attempt is not yet mandatory as it is for the electricity and gas sectors. The Conciliation Service excludes issues related to water quality, the water bonus and all those not provided for by the Consolidated Text on Conciliation (TICO), such as tax or fiscal issues.

Moreover, from 1 July 2018, the *Energy and Environment Consumer Helpdesk* has expanded its competences to also include the management of requests for information and reports from waste sector users, including sorted, urban and assimilated, exclusively related to functions entrusted by law to the Authority.

Resolution 55/2018/E/idr Annex A is available on the website www.arera.it