

PRESS RELEASE

Water, electricity and gas bills: In any case, consumption over 2 years can be prescribed

The change is added to the ARERA regulation with effect from 1 January 2020.

Milan, 27 May 2020 - From 1st of January 2020, energy and gas customers and users of the integrated water service, belonging to the categories indicated by law and the regulations in force, “in any case” may object to the prescription for invoiced amounts relating to consumption older than 2 years.

This new element, introduced by the Budget Law 2020 (no 160 of 2019), is today integrated by ARERA as part of the overall regulatory framework, adapting the customer and user information that suppliers and operators must include in their invoices. This even in the case of related formal notice procedures, as well as in the event of replies to written complaints from customers and users in relation to this matter.

Before the new legislation introduced by the Budget Law 2020, the prescription for invoiced amounts relating to consumption older than 2 years was excluded in cases where the failure to collect or erroneous collection of the relative data derived from the ascertained responsibility of the user.

To ensure transparency, suppliers and operators were already required to issue a separate invoice containing exclusively the amounts for consumption dating back more than 2 years or - alternatively - to highlight these amounts clearly and comprehensibly within invoices that also included amounts not subject to limitation.

Suppliers and operators are required, in any case, to inform customers and users of the possibility of not paying consumption referred to a period older than two years, providing a form to apply to this benefit (which must also be made available on the website and in offices open to the public) and details on where to send the application.

The resolutions are under publication on the website www.arera.it.