



PRESS RELEASE

CORONAVIRUS EMERGENCY, ACEA ATO 5 SUSPENDS WATER SUPPLY INTERRUPTION MEASURES AND PAYMENTS

Frosinone, 21 March 2020 - During the Covid-19 health emergency, Acea Ato 5 has suspended all supply interruption measures and payments. At this stage, in line with the Government and Arera local authority provisions, currently valid until April 3, the Provider has interrupted all late payment credit recovery.

Since March 10, **Acea Ato 5 has suspended all water supply interruption measures due to late payment and restored any supplies interrupted** after March 9, as disposed by the Authority. Additionally, Acea Ato 5 has temporarily suspended any water supply interruption measures in proven cases of fraudulent activity, i.e. cases in which inspections ascertained the existence of unauthorized connections.

At this difficult time for families and businesses, Acea Ato 5 and the Acea Group as a whole, has adopted **a range of measures regarding bill payments**. Specifically:

- **in the case of bills already overdue on March 9 2020**, customers may request to postpone the payment of the amount due in the bill or the outstanding total (in the case of previous outstanding bills), until April 6;
- **for bills due between March 10 and April 3**, users may request a 30-day extension to their payment date.

In both cases (bills due before and after 9 March), customers can request to pay in installments, with the first installment due on April 6 2020. Users may request flexible payment conditions also for unauthorized water supplies existing prior to March 9 and **in cases for which installments had previously been refused**.

Additionally, Acea Ato 5 commits **not to apply interests to late payments** for amounts overdue during the period from March 10 to April 3 and invites customers to ignore any payment reminders that may be delivered in the next few days: they were arranged with the postal service prior to Remsi's suspension.

To request extensions, installment payments and for any other matter, please call the toll-free number **800 639 251 (06 45698202** from a mobile), active from Monday to Friday, from 8:00 to 19:00 and Saturday from 9:00 to 13:00, or send an email to **commerciale@aceaato5.it**.

To report breaks or leaks, please call the toll-free number **800 191 332** (active 24/7). For all information, you may also refer to the website at **www.aceaato5.it**, and the MyAcea section, accessible from both the website and the app.

By sending an email to **appuntamenti.commerciale@aceaato5.it**, quoting your customer number, land line or mobile telephone number and type of request, you can carry out all commercial operations.

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