



PRESS RELEASE

Acea launches "Illumina Roma", the new App to report malfunctions of the capital's lighting points

The range of digital services available to citizens is expanding

The new tool complements the Acquea app, which is already available and maps water points in the area, and the Whatsapp channel that keeps users updated on ongoing water and electricity infrastructure works

Rome, 26 February 2025 – Acea launches its new App, ***Illumina Roma*** (Eng. *Light Up Rome*), to easily and in real-time report lighting points in the area that require maintenance. The App helps optimize report management, thus contributing to enhancing the perception of urban well-being, which is particularly relevant during periods of large tourist and pilgrim influxes, such as during the ongoing Jubilee.

Citizens and tourists will be able to easily use the App by completing a quick registration process or using a social login. Thanks to Google Maps and the geolocation of both lighting points and the user, precisely identifying the exact point requiring maintenance and reporting will be simple, with the option to share photos and additional information. An important new feature is the "Management of Reports" section, through which citizens will be informed about the processing status of their report - from its submission to its resolution - via their selected notification channel (Whatsapp or e-mail). Simultaneously with the launch of the App, a new digital reporting tool has been introduced on Areti's website (www.aretit.it), the company that manages the city's public lighting. The tool complements the toll-free number 800.00.66.77, available 24/7.

Illumina Roma will help improve the service through the active citizens' participation and engagement, making them a crucial part of an improvement process aimed at making the capital an even safer and more welcoming city.

Illumina Roma complements another app launched by the company, which maps water points and allows users to find the nearest place to drink, and the best way to get there. The App is called Acquea and has mapped over 150,000 water points (such as fountains, drinking fountains, 'nasoni', and water houses) spread across the nation and Europe, mainly in Rome and central Italy. With an accessible design and availability in three languages (Italian, English, and Spanish), the App also describes the properties of the water distributed by each water point.

The two apps complement the new **Whatsapp channel**, designed to provide Rome's citizens with timely and detailed information about ongoing water and electricity infrastructure works. The channel aims at enhancing communication and transparency, allowing residents to stay updated on maintenance activities and scheduled interventions and be informed about recovery times and the location of tankers, in the event of any water or electricity disruption.

ACEA has launched these new digital services for citizens, complementing existing traditional services, to establish more direct and efficient communication, in line with the awareness of managing essential public services with the utmost commitment.