

PRESS RELEASE

Change in water service management in Siracusa

Integrated Water Service: Aretusacqua becomes the new operator for the Municipality of Siracusa

Acea begins operations in Sicily: €366 million in investments planned over the next 30 years

Siracusa, 25 June 2026 – Today Aretusacqua officially assumes management of the Integrated Water Service in the Municipality of Siracusa, thereby launching the operational process provided for under the award covering the management of the entire Siracusa Water Service Area (Ambito Territoriale Idrico – ATI).

The handover will immediately affect approximately 115,000 residents of the provincial capital and marks the first step in a broader process of assuming management of the integrated water service across the province.

Over the next 12 months, Aretusacqua will progressively extend its management activities to the 19 municipalities in the province of Siracusa, as provided for in the Management Agreement signed on 19 December 2025.

Under the thirty-year award, the company will manage a large-scale infrastructure system comprising approximately 2,000 kilometres of water supply network, 1,300 kilometres of sewerage network and 166,000 water connections, serving a total of around 390,000 residents.

Over the term of the concession, Aretusacqua will make total investments of €366 million aimed at improving network efficiency, reducing water losses, upgrading existing infrastructure, building new wastewater treatment infrastructure, introducing technological innovation into management systems and improving the overall quality of the service provided to citizens.

The start of operations will be accompanied by the gradual activation of dedicated customer services. Aretusacqua will keep the customer service office at Via di Santa Panagia 141/E in operation. The office will be open at the following times: Monday to Thursday from 8:30 a.m. to 12:30 p.m. and from 2:30 p.m. to 4:30 p.m.; Friday from 8:30 a.m. to 12:30 p.m.

At the customer service office, customers will be able to carry out transactions and procedures relating to:

- activation, transfer and closure of water connections;
- connection requests;
- contractual and administrative information;
- billing and payment management;
- reporting issues and requesting assistance;
- updates to personal and contractual details.

Aretusacque will ensure operational continuity in the management of the integrated water service, acquiring the infrastructure covered by the tender and ensuring the gradual consolidation of a management model focused on efficiency, sustainability and the quality of the water service, backed by Acea's more than 80 years of proven experience as Italy's leading water infrastructure operator. The first step was completed on Wednesday 24 June, with all employees from the previous water operator joining Aretusacque SpA with their employment terms unchanged.

All information, details on how to access services, contact channels and operational procedures will be published in the coming days on the company's website, at the following address: www.aretusacque.it.

Contacts

Freephone numbers

- Customer Service – 800.22.26.66
- 24/7 Emergency Service – 800.53.53.53

Email

- Customers – Commercial enquiries
 - o servizioclienti@pec.aretusacque.it
 - o servizioclienti@aretusacque.it
- Public bodies – Suppliers – Third parties
 - o aretusacque@pec.it
- Complaints
 - o reclami@pec.aretusacque.it

Aretusacque Press Office
