

Our commitments to our clients

In AIGÜES DE SAGUNT we improve our service commitment to our clients, by being more efficient and demanding.

Our service commitments*

- 1.- *INSTANT NOTIFICATIONS ABOUT CONSUMPTION EXCESS*
We will contact you within 10 working days
- 2.- *PUNCTUALITY AT PRIOR APPOINTMENTS: YOUR TIME MATTERS*
We arrive within 15 minutes before or after the pre-arranged time
- 3.- *INSTALLING NEW WATER METERS*
In 24 working hours from the following day.
- 4.- *RESPONDING TO COMPLAINTS AND QUERIES*
Maximum 10 natural days
- 5.- *NEW CONNECTION BUDGETS*
Maximum 15 natural days
- 6.- *EXECUTION AND INSTALLATION OF CONNECTIONS BUDGETS*
Execution in 10 working days
- 7.- *NOTIFICATION OF BANK INCIDENCES*
Communication in 10 working days

*Commitments subjects to conditions and compensations.

General clauses for service commitment

- The client must be the contract holder
- The client must not be in debt to the company
- Saturdays, Sundays and local, national or provincial Bank Holidays are not considered working days.

CONDITIONS AND COMPENSATIONS:

1.- Immediate notifications for excess consumption. Commitment: If we detect an excess consumption in the supply we will advise you in a period no longer than 10 working days.

- If your counter is remote fixed network reading, consumption will be considered excessive if this exceeds 5 times the maximum consumption time of supply in the past year, whenever it is greater than 30 m3/month (provided that the supplier has this information calculated on the basis of a historical consumption)
- Anything above 50 m3/month is considered (provided that the supplying company disposes of this information calculated based on consumption history).



- Consumption must be the consequence of readings obtained by the company, excluding estimated Reading or those provided by the client.
- Accumulations for absence of readings is not considered excess consumption, nor elevated consumptions due to the season. In this last case, we will compare the habitual consumption of the client in the same season in previous years.
- The notification will be made when an elevated consumption is detected with the Reading that is registered to invoice a determined period of time
- The time period will be from the time of the meter reading to the generation of the notification for the client.
- The client is considered notified at the moment and date that the notification is registered in the systems of the supplying company.
- The notification will be generated in person, by telephone, email or via an electronic notification message.
- In the case of notification by email, this will be sent to the address of the supply. If the client has provided a different address, it will be sent there.
 - Compensation meter remote reading : 100% of the envelope consumption made from the 10 day from the beginning of the high consumption (taxes and fees not included)
 - Compensation meter without remote reading: 30€

2.- Compliance with pre-arranged appointment. Commitment: If you have arranged an appointment for revision/change/installation or removal of your meter, we will arrive within 15 minutes of the agreed time. Compensation: 100% Compensation for the service fee on your next invoice (in cases of cancellation, in the last invoice)

- If we are unable to attend for reasons unconnected with the company, we will advise you in advance and agree on a new appointment time and so no economic compensation will be applicable
- An appointment can be cancelled or rescheduled the previous working day
- Prior appointments are defined as times assigned by a company agent via telephone or in person for revision, change, installation or to unsubscribe of a meter. Informative posters or flyers left in residential blocks by our staff are not considered prior appointments, nor any other means.

3.- Supply activation. Commitment: We install the water meter within 24 hours the following working day of the signing of the contract / Compensation: compensation of all charges relating to the installation of the water meter.

- This commitment will only apply if the supply water connection of the block is finalized and the client's interior installation is in a fit state for the service provision and for our staff to access
- If the visit is unsuccessful we will take into account the origin of the non-compliance (whether it was the client or the supplying company) to determine the right to compensation or not.



- This commitment is not applicable for cases of formalized contracts, as an ensemble or on mass by administrators or representatives and for cases or consecutive activation or deactivation in the same supply point
- In cases of distance contracting it will only be applicable if the client provides an email address for contact.

4.- Complaint response. Commitment: We analyze and reply in a maximum time period of 10 natural days from when we receive the complaint / Compensation: 100% Compensation for the service fee on your next invoice

- This time period will start from the day that the company receives the complaint
- The term 'Response' does not necessarily mean that the complaint will be totally resolves, given that action by third parties may be necessary or observation periods on the meter reading complied with.
- Patrimonial complaints or claims for damages or loss are not included in this commitment.

5.- New connection budgets. Commitment: communicate the quote to clients in a maximum of 15 days from the original request provided that all data are complete and correct / Compensation: 30€

- If a modification is made to the original request, this time period will start again from the beginning
- This is not applicable to connection budgets that require extension of the distribution network

6.- Execution/Installation of the connection. Commitment: Once the charges for the connection have been paid and received, and any relevant Works associated to the client, the maximum time to wait for connection will be 10 working days. This does not include cases of network extension. / Compensation: 30 €

- This 10 day period begins the day that the company receive the COMPLETE payment of the budget by the CLIENT.
- If authorization, permission or licenses are required of the administration, the 10 days will start from the date when the aforementioned is received.
- This does not include connections that involve an extension of the distribution network



7.- Communication of bank related incidences. Commitment: In the case of return of payment or other bank related incidence we will notify clients within 10 working days. / Compensation: 100% Compensation for the service fee on your next invoice.

- The established time period begins from the first natural day after we receive notification from the bank
- Deactivation of direct debit for other reasons other than the communications received from the Bank in the computer system (client application or other causes of manual deactivation) shall not be considered)
- Communication will be made by any of the formats stored in our database at the moment of the incidence (by ordinary post or email)
- In the case of notification by post, this will be sent to the address of the supply. If the client has provided an alternative address, it will be sent there.
- The client is considered notified at the moment and date that this notification is registered in the systems of the supplying company.