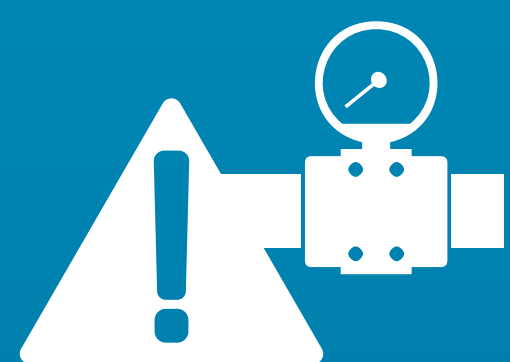


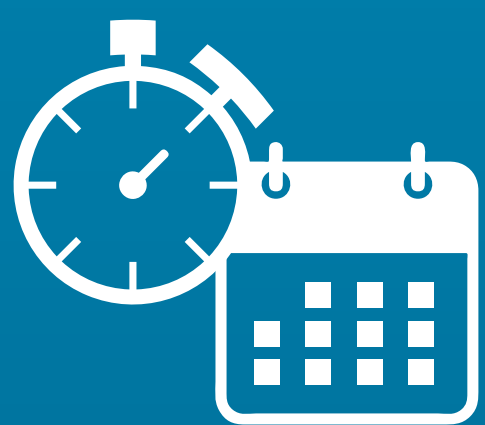
OUR COMMITMENTS TO OUR CLIENTS

In Aigües de Sagunt we improve our service commitment to our clients, by being more efficient and demanding.



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



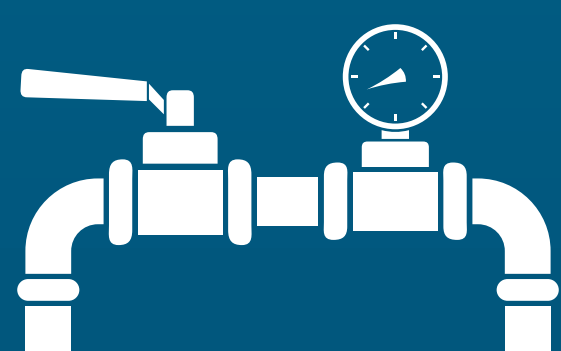
4. Responding to complaints and queries

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.*



AIGÜES DE SAGUNT
AJUNTAMENT DE SAGUNT

Consult the information, conditions and compensations to which these commitments are subject
in www.aiguesdesagunt.es