

# AMAP SPA SERVICE CHARTER

(Approved by Resolution No. 154 of 30/10/2002 of the Board of Directors)  
(Transmitted to the Municipality of Palermo with note no. 9991 of 12/11/2002)

The logo for AMAP S.p.A. features the word "AMAP" in a bold, blue, sans-serif font. The letter "P" is significantly larger and darker blue than the other letters. Below the "P", the text "S.p.A." is written in a smaller, dark blue, sans-serif font.

**AMAP**  
S.p.A.

## 1. INTRODUCTION

1.1 The Company AMAP was established on 20/04/1956 by the Municipality of Palermo to manage the city aqueduct.

With resolution No. 131 of 03/05/1999 of the City Council of Palermo, AMAP was transformed into a Special Agency.

With resolution No. 231 of 08/09/2000 of the City Council of Palermo, AMAP - Special Agency - was finally transformed into a joint-stock company and was registered in the Register of Companies at the Chamber of Commerce of Palermo with effect from 03/05/2001. AMAP SPA, in addition to carrying out the Integrated Water Service in the city of Palermo, guarantees the water supply and other services to various Municipalities in the Province of Palermo.

1.2 The Service Charter, The Integrated Water Service Charter, comprising all the aqueduct, sewage and purification services, establishes principles and criteria for the provision of the aforementioned services and is an integral part of water supply contracts.

This document has been prepared in compliance with the following regulatory framework of the sector:

- Directive of the President of the Council of Ministers of 27/01/1994 "Principles on the provision of public services";
- Decree of the President of the Council of Ministers of 19/05/1995 "First identification of the sectors for the provision of public services for the purpose of issuing general reference schemes for public service charters";
- Law No. 273 of 11/07/1995 "Conversion into law with amendments of Italian Legislative Decree No. 163 of 12/05/1995, containing urgent measures for the simplification of administrative procedures and for the improvement of the efficiency of public administrations";
- Decree of the President of the Council of Ministers of 04/03/1996, implementing Article 4 of Law No. 36/94;
- Decree of the President of the Council of Ministers 29/04/1999 "General reference scheme for the preparation of the Integrated Water Service Charter";

- Italian Legislative Decree No. 286 of 30/07/1999, "Reorganisation and strengthening of mechanisms and tools for monitoring and evaluating costs, returns and results of the activities carried out by public administrations, pursuant to Article 11 of Law No. 59 of 15/03/1997.

This Charter has been submitted to the opinion of the following consumer organisations in the spirit of continuous dialogue and to improve the service quality:

- ADICONSUM
- FEDERCONSUMATORI
- LEGA CONSUMATORI ACLI
- UNIONE NAZIONALE CONSUMATORI

Furthermore, this Charter is open to the contribution of all other legally recognised Consumer Associations. It defines the minimum levels of the services that must be guaranteed. The fundamental objective is therefore to add elements of certainty to the overall quality of the service provided.

For the aqueduct service, it refers to the following potable uses:

- household;
- non-household;

The Service Charter ensures the participation of citizens by acknowledging the right of access to information and the right to make judgements on the service provided by AMAP SPA. It also indicates precise references for reporting by citizens and for obtaining answers.

The standards relating to the minimum levels of service are to be considered as susceptible of progressive improvement.

AMAP SPA undertakes to ensure that an efficient and effective service is guaranteed by drawing up plans to improve service quality.

## 2. FUNDAMENTAL PRINCIPLES

2.1 Treatment equality and impartiality - AMAP SPA guarantees the same treatment to all Users, all system-functional conditions being equal. It is inspired by the principles of equal rights of Users and undertakes to make this right effective for Users with physical difficulties.

2.2 Continuity - It is a priority commitment of AMAP SPA to guarantee a continuous and regular service and to avoid any disruption or reduction in the duration. Should these occur due to faults or maintenance necessary for the correct operation of the systems used, AMAP SPA undertakes to activate emergency replacement services.

2.3 Participation - Users have the right to request and obtain from AMAP SPA, information concerning them and can make proposals, suggestions and submit complaints. AMAP SPA has established a Courtesy Office for aspects related to the Users which guarantees the identifiability of the personnel and indicates the managers of the structures.

2.4 Courtesy - AMAP SPA undertakes to pay particular attention to respect and courtesy towards the Users, providing the employees with appropriate instructions.

2.5 Effectiveness and efficiency - AMAP SPA pursues the goal of progressively improving the efficiency and effectiveness of the service, adopting the most functional technological, organisational and procedural solutions.

2.6 Clarity and comprehensibility of messages - AMAP SPA undertakes to use the clearest and most comprehensible language in relations with Users.

2.7 Transparency and fairness in relations with Users - AMAP SPA undertakes to act on the principles of transparency and fairness and to encourage recourse to conciliatory procedures, in accordance with current regulations, to resolve any disputes with Users.

### 3. QUALITY FACTORS

AMAP SPA considers the following issues as quality factors and, therefore, as relevant aspects of the service for Users:

- Starting the contractual relationship
- Service accessibility
- Contractual relationship management
- Service continuity

### 4. STARTING THE CONTRACTUAL RELATIONSHIP

The performance times indicated below must be considered net of the time necessary for issuing authorisations or permits by third parties or for the preparation of construction works or fulfilment of other obligations by the User. The days indicated in this "Charter" must be understood as calendar days. In the event that difficulties arise in meeting the guaranteed or already communicated deadlines, due to force majeure or attributable to third parties, AMAP SPA will promptly notify the User of the new deadline and the reason for the postponement.

4.1 Water service - Maximum time for making new connections:

= 20 days - without excavation work;

= 55 days - with excavation work;

Maximum time for activating a new supply:

= 10 days - after the completion of the works;

Maximum time for terminating the supply:

= 10 days;

Maximum time for replying to a written request for information:

= 30 days;

4.2 Sewer service - Maximum time for rationalising and/or flushing out

= 30 days from payment;

Maximum time for the construction of a new connection

= 90 days from payment.

4.3 Emergency service - AMAP SPA carries out an emergency service, 24 hours a day, both for weekdays and holidays. Transfer times on site are very short, subject to other interventions of the same severity already in progress.

4.4 Timeliness in case of failure - Maximum time for emergency intervention in case of public danger

= 4 hours

Maximum time for emergency intervention in case of failure

= 24 hours.

## **5. SERVICE ACCESSIBILITY**

5.1 Office hours for the public - From Monday to Friday - Office hours according to the instructions on the invoice for a time not less than 25 hours per week. Personnel assigned for helping Users is provided with an identification tag. The operator's identification is guaranteed during telephone and online procedures.

5.2 Information service - Operational from Monday to Friday with the same opening hours as the offices.

5.3 Possibility of paying bills and interventions at post offices; At the branches made available by the Istituto Bancario Cassiere; At the offices of AMAP SPA with a bank or credit card and cheques or bank drafts, without additional costs; Via bank DD.

5.4 Facilities for accessing the offices - For people with disabilities, AMAP SPA has set up facilities for accessing the offices by eliminating architectural barriers.

5.5 Waiting time at the counters - Maximum time 30 minutes. The maximum time is to be considered valid in normal service conditions. In order to manage exceptional inflows of Users, beyond the control of AMAP SPA, Users will be informed in advance of the impossibility to apply the conditions set forth in the following "Charter", with a notice placed at the entrance of the Users' hall.

5.6 Reply to Users' written requests and complaints: Maximum time 30 calendar days. In the most complex cases, within the same term, a first communication will be sent to set the deadlines for the definitive answer. These terms are valid for the AMAP SPA/Users relationship, while they are not to be considered binding between AMAP SPA/Public Bodies.

All correspondence with the Users indicates the company contact person and the relative internal telephone number.

## 6. CONTRACTUAL RELATIONSHIP MANAGEMENT

6.1 Billing frequency - Billing usually takes place every 3 months. AMAP SPA reserves the right to issue invoices even for down payments. If the meter reading has not been carried out, a down payment invoice will be made based on historical consumption data.

6.2 Reading errors - If an error is reported either by letter or directly to the AMAP SPA desk, the error will be corrected within 30 days from the registration date of the notification, after a verification is carried out by the office. If it is AMAP SPA which finds an invoicing mistake, the adjustment will be automatically made and the amount charged in excess will be immediately credited with the next invoice. Any other differences will be reimbursed with the usual procedures.

6.3 Number of meter readings per year - For normal supplies = at least twice a year, AMAP SPA has activated the self-reading procedure by the User.

6.4 Overdue payment - When a User is in arrears, before suspending the supply AMAP SPA sends a reminder of payment with a duplicate of the invoice to the User, setting a new deadline for payment. In case of non-payment, the service will be suspended within the established deadline.

6.5 Reactivation - Reactivation will take place within 2 working days from payment, except for cases in which the suspension was carried out with the elimination of the system. In the latter case, the User must sign a new contract and pay the connection charges.



6.6 Meter checking - Users can request for a paid check of the meter when they suspect that it does not measure consumption properly. Users have the right to attend the test. The outcome of this test will be communicated to the User by letter and if the results confirm there are anomalies, the method for reconstructing the consumption not correctly measured will be based on the average historical consumption, also taking the season into account. In the absence of historical consumption, reference will be made to that measured by the new meter installed.

If the test confirms that the meter is working properly, the cost of the test will be charged to the User. In the case of actual measurement irregularities, the cost of the test will be charged to AMAP SPA  
Maximum time for collecting the meter to be checked = 30 days.

6.7 Product specifications - Minimum delivery pressure 5m H<sub>2</sub>O. Quality of the water supplied in compliance with the law.

6.8 Checking the pressure level - It may be necessary to check the pressure at the water delivery point when an insufficient flow is detected.

## **7. SERVICE CONTINUITY**

7.1 Breakdown notification service (active 24 hours a day for both business days and holidays). Maximum time for emergency intervention in the event of a situation of danger for the safety of persons:= within 4 hours of reporting. Maximum time for job completion in the case of network breakdown:= 48 hours from the start. Scheduled search service for preventing network leakages:= 75 Km/year Surveillance of heavy leaks with remote control:= work in progress

7.2 Scheduled service suspension - With the creation of the new sub-networks it will be possible to provide a continuous service without interruptions. These can occur only for sudden breakages, water shortages, maintenance interventions or scheduled suspension of the service. For the latter, limited to road piping, AMAP SPA guarantees to give at least 48 hours' notice and to inform from time to time of the maximum suspension period expected which, however, will not exceed 12 hours in the absence of exceptional and unforeseeable events.

7.3 Method of informing the citizenship = press release

7.4 Erroneous deactivation of the service = immediate reactivation

7.5 Water crisis due to scarcity - In case of water scarcity due to natural phenomena or environmental factors beyond the control of the company, AMAP SPA will inform the population with adequate notice and propose the measures to be taken to overcome the crisis period (water saving, pressure reduction in the water supply network, scheduled suspension of supply, etc.).

## 8. INFORMATION

- In order to ensure Users receive constant and adequate information on regulatory, contractual and general aspects, AMAP SPA uses the following tools:
- Information at the AMAP SPA branch
- By telephone at the toll-free number 800915333
- By fax to +39 091 279228
- On the company website [http: www.amapspa.it](http://www.amapspa.it)
- By e-mail to: [info@amapspa.it](mailto:info@amapspa.it)

- By post to:AMAP SPA via Volturno, 2 - 90138 Palermo
- Service charter • Special spaces in the bills - The maximum response times to requests for information are as follows:
  - Same day direct oral and telephone replies
  - Written answers:
    - Within 30 days if no external checks are needed
    - If external checks are needed, AMAP SPA will reply within 45 days using a simple and effective language and with a suitable information campaign:
      - it assures Users that the water supplied complies with the quality parameters required by law; in particular, it provides upon request, the typical indicative values of the parameters related to the water distributed for areas that are as homogeneous as possible;
      - it gives information about the conditions for providing the service and the rules governing the relationship between the two parties;
      - it informs about the tariff composition and variation mechanism;
      - it promotes information campaigns on the correct use of water for the purpose of encouraging a behaviour aimed at enhancing and saving water resources;
      - it promotes information campaigns on the main activities that it carries out;
      - it informs about bill payment procedures, meter reading procedures, as well as billing calendar;
      - it provides the procedures for submitting complaints and the modalities for settling any disputes on a conciliation basis;
      - it carries out periodic surveys to verify the effectiveness of the communications issued and to understand the further needs of the citizens in this respect;
      - it informs Users on the progress of the sewage and

## 9. CUSTOMER SATISFACTION

In order to assess the quality of the service provided, the degree of customer satisfaction and check if there are any margins for improving quality, AMAP SPA carries out periodic checks on the quality and effectiveness of the services provided and messages issued with the active involvement of its Users. Users will be informed of the results of these checks which will be notified to the competent Authorities and to Consumer Associations.

## 10. PUBLIC OPINION POLL ON THE SATISFACTION LEVEL OF THE SERVICES PROVIDED

Periodically, AMAP SPA will appoint institutions with proven experience to carry out an opinion survey on the level of satisfaction for the public services provided to Users. The results of these studies and research will be adequately disseminated and transmitted to the bodies responsible for consumer protection. If anybody wants to send suggestions regarding the improvement of the service provided, they can send them to AMAP SPA service.

## 11. REFUNDS

Standards subject to reimbursement are those listed below and always refer to maximum times:  
execution time for new water system works without excavation works = € 26.00  
execution time for new water system works with excavation works = € 26.00  
time for activation or reactivation of the supply = € 26.00  
maximum time for terminating the supply = € 26.00

11.1 Procedure for requesting refunds - Refunds are granted upon written request which must be received within 30 days of the expiry of the guaranteed term (AMAP SPA's receipt registration date shall prevail). Refunds are made within 30 days of receipt of the request, by crediting the amounts in the bill. For assessing whether the service delivery times are within the limits of the standards issued by this "Charter", all external events which are beyond the control and capacity of AMAP SPA which effectively prevent and affect its operations are, of course, not taken into consideration. If it is not possible for AMAP SPA to detect the arising, duration and effect of such impedimental events, it will not be possible to proceed with the application of penalties.

The cases this point refers to are:

- events of an exceptional nature external to AMAP SPA and beyond its control such as natural disasters, landslides and climatic events, power supply interruptions, etc. .;
- delays in the issuance by third parties of authorisations and permits for the construction of the User's installation works;
- strikes.

## 12. PROTECTION

### 12.1 Internal control office

1) Any violation of the principles contained in this "Charter" must be reported to AMAP SPA- Courtesy Office. At the time of filing a complaint, Users must provide all the details in their possession (name of the official in charge of the file, any photocopies of the file, etc.) regarding the alleged violation, so that the Office can reconstruct the procedure followed.

2) The Courtesy Office will inform the User of the results of the investigations carried out within 30 days from the submission of the refund application, also providing the time within which AMAP SPA undertakes to remove the irregularities found. If AMAP SPA does not respect the aforementioned term or the User deems the answer to be insufficient, the latter may refer to the Conciliation Commission established for out-of-court settlement of disputes.

3) Every six months AMAP SPA reports the number, type of complaints and the follow-up given to them, to the Standing Committee for the implementation of the Public Service Charter.

4) Once a year, AMAP SPA prepares a report, available to the Users who request it, containing the information expressed in the previous point, the index on complaint rates and a comparison with the previously found data.

12.2 External authority - If an agreement between AMAP SPA and the User is not reached even in the context of internal conciliation, the parties have the right to appeal to another external conciliation authority as provided for by current regulations.

### **13. VALIDITY OF THE CHARTER**

This Charter is effective from 1 February 2003, is subject to annual review and is valid until the time when any changes in service standards are communicated to the citizens.

## 14. GLOSSARY

### Connection

Execution of part of the AMAP SPA system consisting of materials (pipes, joints, fittings and equipment) and works necessary to make the service available, located between the distribution network and the delivery point of the User.

### Meter installation

Installation of the meter, as delivery point of supply, on completion of the connection.

### Supply activation

Opening of the meter, to be done after the supply contract has been signed and the User's system has been completed and connected.

### Termination

Elimination of the system for cancellation or for arrears.

### Water collection

Operation carried out with the help of special systems for the collection and use of underground water (artesian aquifer or spring water).

### Historical consumption

Average consumption in previous years.

### Purification

A set of technical-industrial procedures performed, in particular systems, on sewage wastewater, in order to purify it and make it compatible with the receiving water body.

### Erroneous cut-off

Supply interruption by closing the system and/or meter, not requested by the User or not justified by reasons of safety, interventions on the system or non-payment.

#### Default

Delay or failure to pay a bill.

#### Chemical-biological parameters

Means the measures that are carried out to determine if the water distributed meets the requirements established by the legislation in force. These measures are determined by carrying out chemical and microbiological analyses.

#### Water purification

A set of technical-industrial procedures performed, in particular systems, on natural water (surface or underground water), in order to purify it and make it suitable for human consumption.

#### Adjustment of readings and consumption

Adjustment/correction of readings and consumption.

#### Re-activation

Re-opening of the supply.

#### Reminder

Request for payment after the expiry date.

#### On-site inspection

Technical inspection to assess feasibility carried out at the place of supply by AMAP SPA staff in order to establish both the methods of construction of the supply system and the costs related to the intervention requested by the User.

#### Meter test

A test of the proper operation of the meter requested by the User, with payment of an established fee, if he/she considers that the consumption recorded does not correspond to the actual use.



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## **15. TERMS AND CONDITIONS OF SUPPLY**

The supply conditions are contained in the current water distribution regulations a copy of which is delivered to the User.

## 16. SUMMARY TABLE

A) Standards not subject to reimbursement in case of non-compliance	
WATER service	
SPECIFIC INDICATORS	MONITORED STANDARDS
Notice time for suspension	24 hours
Emergency response availability	24 hours a day all year round
Time of intervention in case of danger	4 hours
Time to complete work	48 hours from their start.
Scheduled search for leakages on the network	75 Km/year
SEWERAGE Service	
SPECIFIC INDICATORS	MONITORED STANDARDS
Execution rationalisation and/or flush out time	30 days
New connection construction time	90 days from payment.
SPECIFIC STANDARDS	MONITORED STANDARDS
Written answers to complaints	30 calendar days.
Waiting time at office counters - average time	10 minutes
Waiting time at office counters - maximum time	30 minutes B) Specific guaranteed standards subject to reimbursement in case of non-compliance
SPECIFIC STANDARDS	MONITORED STANDARDS
New water systems - without excavation work	20 days - max time for job execution
New water systems - with excavation work	55 days - max time for job execution
Activation or reactivation of the supply	10 days - max time for job execution
Termination of supply	10 days - max time for job execution

## USEFUL NUMBERS

Service for information on bills and contracts, complaints, breakdown reports and emergency response

-toll-free number 800915333

Reception: Tel. +39 091 2791111 - Fax +39 091 279228

Website: [www.amapspa.it](http://www.amapspa.it)

E-mail address: [info@amapspa.it](mailto:info@amapspa.it)