



## PRESS RELEASE

### CORONAVIRUS EMERGENCY

#### **ACEA: THE COMPANY CLOSES ITS OFFICES TO THE PUBLIC AND LAUNCHES AN INFORMATIVE CAMPAIGN ON HOW TO USE DIGITAL CHANNELS**

**The initiative aims to inform customers on how to manage their water, electricity and gas supplies from home**

**Rome, 15 March 2020** – In line with the guidelines published by the Ministry of Health regarding the preventive measures to be adopted during the Covid-19 health emergency, **from tomorrow and until April 3, all ACEA help desks normally accessible to the public across the territory will be closed, including the head offices in Piazzale Ostiense 2 in Rome.**

Additionally, in support of the initiative #IORESTOACASA, ACEA launched a campaign, on the main national and local papers and online, **to inform its customers that water, electricity and gas supply services can be managed from home 24 hours a day on its digital channels.** In particular, for water and electricity/gas supplies on the free market, customers may use the reserved section **MyAcea** on the website [www.gruppo.acea.it](http://www.gruppo.acea.it) or download the **MyAcea** app. Electricity supplies on the regulated market can be managed in the **Customer Area** on the website [www.servizioelettricoroma.it](http://www.servizioelettricoroma.it) or downloading the **Servizio Elettrico Roma** app.

The telephone numbers that appear on bills and online are available as usual: for water supplies operated by Acea Ato 2, the number is 800 130 331 (from landlines and mobiles); for electricity supplies on the free market, please call 800 130 334 from a land line or 06 45698245 from a mobile; for electricity supplies on the regulated market, please call 800 199 900 from a land line or 06 45698250 from a mobile; for gas supplies, the available numbers are 800 130 338 (from a land line) and 06 45698240 (from a mobile); to request the activation of a new electricity or gas supply on the free market, please call 800 130 333.

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