



PRESS RELEASE

ACEA LAUNCHES THE WAIDY POINT

The new digital water services help desk will offer the same services as traditional help desks and will help reduce the “digital divide”

Rome, 17 May 2021 – With the aim of combining innovation and customer proximity, ACEA launches a new service, **“Waidy Point”**, a help desk for water service customers that provides the same services as traditional help desks, but digitally. The first of these technological points was inaugurated today at ACEA’s premises in Piazzale Ostiense, in the presence of the Mayor of Rome, **Virginia Raggi**, and Group CEO **Giuseppe Gola**. The Waidy Point is a mobile 2.50 m x 2.50 m cubic structure fitted with an air sanitizer system (in line with Covid-19 regulations), equipped with screen, Internet connection and printer, from where **customers, assisted by an operator present on site, can contact Acea Ato 2 operators via video call** and manage their water supply services: change contract name, request a new supply, and a lot more.

After the point in Piazzale Ostiense, **four more “Waidy Points” will soon open in Tivoli and Frascati** – where traditional help desks have been closed since the start of the health emergency, in line with the dispositions to contain the pandemic – and, at a later stage, in other municipalities of the Metropolitan City of Rome.

Over the past year, the company has ensured customer assistance through its digital channels, which have provided a valid alternative to physical help desks, but to reduce the “digital divide” it has decided to develop Waidy Points in order to offer support to people who are less familiar with new technologies. This new and innovative solution provides assisted access to digital services creating a new point of contact between customers and the company, designed especially for those municipalities of the Metropolitan City of Rome where physical help desks have been closed due to the pandemic.

Appointments at the closest Waidy Points can be booked calling Acea Ato 2 toll-free number 800 130 331.

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