



PRESS RELEASE

NEW TARIFFS AND ADJUSTMENTS: ACEA ATO 5 HAS ALREADY REFUNDED MORE THAN 68,000 CUSTOMERS

Frosinone, 4 August 2021 - As it implements the tariff structure approved by the Board of Auditors of the ATO of Frosinone on 10 March 2021, Acea Ato 5 informs that the bills already delivered, or to be delivered in the next few days, already apply the new tariffs and the adjustments pertaining to the consumptions for 2020 and the first months of 2021.

Adjustments are calculated by applying the new tariffs – lower than the previous – to the consumptions included in the bills already issued. Amounts in credit will go towards future bills and/or to cover any outstanding amounts owed (if applicable).

Pursuant to the above-mentioned deliberation, since 26 March 2021, the Provider has **already made 68,585 bill adjustments** and credit notes will be issued in the coming months, as scheduled, and in any case no later than September 2021.

To ensure adjustments are calculated correctly, the billing system should include at least one actual meter reading, especially in the cases in which meters are installed in inaccessible locations. This is solely for the purpose of making bills easier to read and provide clearer details, to avoid that future consumption adjustments may lead to tariff adjustments.

Acea Ato 5 reminds customers of the communication channels available to send meter readings and to request any type of information, including regarding tariff adjustments: meter readings can be submitted to Acea Ato5 on the my.aceait.com website (subject to registering), via the MyAcea app (available on Android and iOS), sending an email to commerciale@aceaat5.it, via sms to 3399942943 (quoting the supply number, customer ID and the numbers shown on the meter followed by #), or calling the toll-free number 800639251.

For any questions and clarifications, in addition to the toll-free number 800639251, you can contact Acea Ato5 via email – commerciale@aceaat5.it – and via the digital and physical help desks after booking an appointment via the app or the website at www.aceaat5.it.