



PRESS RELEASE

EU DIGITAL COVID CERTIFICATE NEEDED TO ACCESS HELP DESKS OF ACEA ATO 5

ALL SERVICES ALWAYS AVAILABLE ALSO THROUGH DIGITAL HELP DESKS

Frosinone, 1 February 2022 – Starting from February 1st 2022, access to Acea Ato 5 public offices will be allowed only after showing the EU Digital Covid Certificate (obtainable through recovery, vaccination or a negative Covid test), in compliance with current legislation to fight against Covid-19 spreading.

The help desks in Frosinone and Cassino are open to the public from Monday to Friday, from 8:30 to 13:00 and from 14:00 to 16:30. Access is permitted exclusively by booking via the Ufirst App (available for free in the Apple and Google Store). From the App, just choose the services for the municipalities of Frosinone and Cassino, and then select Acea Ato 5. All days and times available will be shown, to be chosen according to your needs. It is necessary to leave a personal phone number. This service is also available on the Internet at www.ufirst.com/it.

Access to help desks will be allowed only with a mask, after measurement of body temperature and, as mentioned earlier, upon presentation of a valid EU Digital Covid Certificate. Such measures are necessary for complying with current health and hygienic legislation and social distancing imposed by anti-Covid-19 regulations.

All services provided by Acea Ato 5 are also available through the digital help desks. Thanks to a system of video calls with our operators, customers can perform all operations from home, in the same way as at a physical help desk.

For all matters related to water supply contracts, the alternative online and telephone channels are available for our customers at the MyAcea Customer Area and toll-free number 800 693 251.

It is also possible to send an email at appuntamenti.commerciale@aceaato5.it, specifying a fixed or mobile phone number so we can contact you.