



**EPAL**



## TERMS AND CONDITIONS

### 1. Object

These Terms and Conditions establish the rules to be followed in the supply of EPAL's **waterbeep**® service.

### 2. Scope

The **waterbeep**® service is available to all EPAL Customers, irrespective of the sector to which they belong (domestic or non-domestic) and also to EPAL's Municipal Customers and Customers of AdVT, as well as other Municipalities in Portugal and abroad.

### 3. **waterbeep**® service

The **waterbeep**® service is a service provided by EPAL aimed at encouraging the efficient use of water through awareness of Customers and the Municipalities and informing them of their consumptions, closely monitoring their evolution.

Through alerts, the **waterbeep**® service warns of situations of abnormal water use and even possible water leaks or bursts.

### 4. **waterbeep**® options

The **waterbeep**® service has five options (home, plus, pro, premium and local), all of them being available to interested Customers and Municipalities, who select the one that best meets their needs

### 5. **waterbeep**® home

This option facilitates the monitoring of water consumption at the location, based on the sending in of meter readings. The Customer has several means of sending in the reading at their disposal, through which they can transmit this information as often as they want and so obtain more detailed information about their consumption via **waterbeep**®; the more meter readings sent in, the more



detailed this information will be. The means at the disposal of the Customer, in addition to the EPALnet and **waterbeep®** portal, are the app myAQUA, the meter reading phone line | 800 201 101 (free call) and the e-mail address [atendimento@epal.pt](mailto:atendimento@epal.pt).

This option allows you to:

- Check information about your billed consumption. It is possible to export this information in digital format.
- Check the evolution of water consumption recorded at the location in the last 30 days or other period requested by the customer. This information is based on readings carried out by EPAL technicians and those sent in by the Customer. It is possible to export this information in digital format. EPAL reads the meter at least twice a year, as long as technicians have access to the meter. Whenever a technician carries out other services in which they have access to the meter, a reading is similarly taken.
- Use EPAL's consumption simulator so as to increase your level of water efficiency. Hints for efficient use and good practices will also be available, allowing you to optimise your water consumption.
- Use the interactive calculation of average daily consumption per resident in that household, calculated based on household size, and compare the values with the estimated average in the city of Lisbon.
- Detect possible water leaks in your home through a set of tests that can be carried out by the Customer.

## 6. **waterbeep® plus**

In this option, the customer does not need to send in their meter readings because their daily consumption data is obtained via a telemetry system installed in the respective meter. You also have access to a set of alerts sent by EPAL to your mobile phone and/or e-mail, warning of abnormal water consumption and even possible bursts.

This option even allows you to track the evolution of your consumption, right down to your daily use, choosing your own analysis period. The data, in digital format, can also be exported by the customer for processing and analysis so as to be able to include this information in their process, improving the overall efficiency of its use.

So, with **waterbeep® plus** you can see:

- Billed water consumption in recent months
- Water consumption in the last 30 days
- Water consumption in the last seven days
- Evolution of consumption (down to daily use), the customer choosing their own analysis period

## 7. **waterbeep® pro**

In this option, the customer will have the same information as **waterbeep® plus** on a daily basis, complemented by water consumption data for periods of 15 minutes, similarly obtained via a telemetry system installed in the meter. The customer will be able to download data daily for processing and analysis so as to be able to include this information in their process, improving the overall efficiency of its use.



With **waterbeep® pro** you can see:

- Billed water consumption in recent months
- Water consumption in the last 30 days
- Water consumption in the last seven days
- Consumption from the previous day, with data available for every 15 minutes
- Evolution of consumption (down to every 15 minutes), the customer choosing the analysis period that they require

## 9. **waterbeep® premium**

In this option the customer will have access to the same information as **waterbeep® pro**, with an additional service available from EPAL of the sending of a customised file, in accordance with the customer's requirements, to the address specified by the client to facilitate the integration of consumption data into their systems.

## 9. **waterbeep® local**

This option is aimed at Municipal Customers of EPAL and of AdVT, as well as other Municipalities in Portugal and abroad.

**waterbeep® local** allows:

Access to water consumption data for every 15 minutes, obtained via a telemetry system installed in the meter, with a service available from EPAL of the sending of a customised file, in accordance with the requirements specified by the Municipality, to the address specified by the Customer, to facilitate the integration of consumption data into their systems, improving the overall efficiency of its use.

With **waterbeep® local** you can see:

- Water consumption in recent months
- Water consumption in the last 30 days
- Water consumption in the last seven days
- Water consumption from the previous day, with data available for every 15 minutes
- Evolution of consumption (down to every 15 minutes), the customer choosing the analysis period that they require

## 10. **waterbeep® alerts**

As mentioned above, with the exception of **waterbeep® home**, all the other options allow the sending of a set of alerts whenever:

a) The comparison of daily consumption with the average daily consumption of the same period, on the same days of the week, of the last four weeks results in a variation exceeding a value pre-defined by EPAL, which can be defined by the Customer and by the Municipality at any time;



- b) Daily consumption exceeds a value pre-defined by EPAL, which can later be defined by the Customer and by the Municipality at any time;
- c) Daily consumption exceeds a certain value pre-defined by EPAL during an extended period of time; the value of consumption and the period can be defined by the Customer at any time.

If the Customer personalises alert levels pre-defined by EPAL, the alerts will only be sent by e-mail, except in the case of **waterbeep**® **local** which will still have alerts by SMS and by e-mail.

In order for EPAL to be able to send alerts, it is necessary to process the readings obtained so that the consumption in the period in question can be calculated and compared with other periods and indicative values defined by EPAL, by the Customer or by the Municipality.

## 11. Confidentiality of data

EPAL has implemented Quality Management Systems that ensure the confidentiality of data obtained within the scope of the contractual arrangement with the Customer.

## 12. Signing up to **waterbeep**®

- a) **waterbeep**® is aimed at EPAL Customers, with a signed, valid contract between the two entities, and also Municipal Customers of EPAL and AdVT, as well as other Municipalities in Portugal and abroad.
- b) **waterbeep**® is available for each consumption location, with the customer (when they have more than one contract with EPAL) or Municipality able to opt for one or several locations, with the tariff being applied to each location.
- c) To sign up to **waterbeep**®, the Customer must register on EPALnet or on myAQUA, it only being necessary to give their Entity code, VAT/tax number and an e-mail address. If the Customer is already registered, they can sign up to **waterbeep**® using the same username and password.

In the case of **waterbeep**® **local**, the signing-up must be confirmed in writing.

- d) The Customer may select another **waterbeep**® option that is more suitable, by signing up to this option in its own portal.
- e) Signing up to **waterbeep**® **pro** and **waterbeep**® **premium** entitles you to a discount of 50% on the monthly fee for this service. The discount will be calculated on the 1st of each month based on the night time water consumption (from midnight to 6:00 a.m.) during the previous month, the greater the consumption in this period, the greater the discount. For each m<sup>3</sup> of water consumed from midnight to 6:00 a.m., there is a discount of € 0.25 up to the maximum discount given above.

Note: In the event of problems in the sending in/obtaining of readings, the discount will be calculated based on the data received up to the 1st of each month.

- f) On signing up to **waterbeep**® **plus**, to **waterbeep**® **pro**, to **waterbeep**® **premium** or to **waterbeep**® **local**, you must read and accept these terms and conditions as well as the applicable tariff, by ticking the box for this purpose.



- g) The cost of the **waterbeep® plus**, **waterbeep® pro** or **waterbeep® premium** options will be added to your bill and will be clearly shown on it. In the case of **waterbeep local**, it will be billed separately when applicable.
- h) You may sign up to **waterbeep® pro** and **waterbeep® premium** by applying in writing, expressing your interest in signing up and accepting the terms and conditions.

### 13. Duration of the **waterbeep®** service

- a) **waterbeep® home** is available after the Customer has signed up to EPALnet or myAQUA, and for as long as they maintain a contractual relationship with EPAL.
- b) The **waterbeep® plus**, **waterbeep® pro**, **waterbeep® premium** and **waterbeep® local** options are available for a minimum period of 24 months.
- c) After this 24-month period, the service will continue to be provided unless the Customer or the Municipality inform EPAL, in writing, that they intend to cancel the service in question.
- d) Taking into account the possible need to install equipment and/or reconfigure operational parameters, EPAL will make these options available within 30 days of signing up, with the 24-month loyalty period beginning on this date.
- e) The installation of the equipment will be subject to the conditions at the meter location, in particular the availability of the space needed for the equipment and the coverage of the communications network.
- f) If the client changes the consumption location, within EPAL's geographic area for the supply of drinking water, they may opt for the portability of the service. In the case of **waterbeep® local**, this situation does not apply.
- g) In the event of the termination of the water supply contract with EPAL, the Customer is obliged to pay any remaining value from the 24-month **waterbeep®** loyalty period.
- h) If the Customer or the Municipality do not intend to continue with the **waterbeep® plus**, **waterbeep® pro**, **waterbeep® premium** or **waterbeep® local** service, they should advise EPAL and will be required to pay any remaining value from the 24-month loyalty period.

### 14. Use of the readings sent in

The readings sent in by the customer, provided they are valid at the time of sending them in, will be used for the purposes of billing, unless after being sent in and before the issuing of the bill, EPAL obtains a reading through a scheduled reading or through the carrying out of another service at the location.

### 15. Failures in communication by the telemetry systems

EPAL cannot be held liable when, due to failures in the operation of telecommunications operators or in cases of unforeseen circumstances or force majeure, they are unable to provide this service or, when applicable, send alerts.

## 16. Waterbeep® tariff

**waterbeep® home** has no additional cost to the Customer.

**waterbeep® plus** has a monthly cost of 1 (one) euro (value with VAT € 1.23).

**waterbeep® pro** has a monthly cost of 12 (twelve) euros (value with VAT € 14.76).

**waterbeep® premium** has a monthly cost of 20 (twenty) euros (value with VAT € 24.60).

**waterbeep® local:**

- There is no additional cost for EPAL/AdVT Municipal Customers (delivery points) and for Municipalities which install the necessary equipment and cover the communications costs.
- It has a monthly cost of 50 (fifty) euros (value with VAT € 61.50).

The billing of the **waterbeep® plus**, **waterbeep® pro**, **waterbeep® premium** and **waterbeep® local** services will only begin one month after signing up to the service, and only after this period of sending data to EPAL by the telemetry system will it be possible to generate alerts based on the data processed.

## 17. Approval of the waterbeep® tariff

The tariffs applicable have been approved by EPAL and are subject to alteration. The tariffs will remain unchanged during the loyalty period.