

WHAT WILL HAPPEN NOW IN THE BILL

Over the next few months and until the first six-monthly reading by EPAL, the litres will appear as zeros in the bill.

As soon as there is a scheduled meter reading, or the meter reading is sent in by the customer, including the three digits indicating the litres, the next bill will show consumption based on the exact number of litres consumed, with this becoming a normal part of the bills.



www.epal.pt  [/EPALaguasLisboa](https://www.facebook.com/EPALaguasLisboa)  [/epal_lisboa](https://www.instagram.com/epal_lisboa)  [EPAL Lisboa](https://plus.google.com/EPAL_Lisboa)  [EPAL Lisboa](https://www.youtube.com/EPAL_Lisboa)

Empresa Portuguesa das Águas Livres S.A.

The same water, the same price. Easier to save.

So that you are more aware of how much you can save and contribute to a responsible use of the most precious of natural resources.

1st edition | 2019

EPAL. EVERY LITRE COUNTS

WATER IS PRECIOUS TO LIFE.



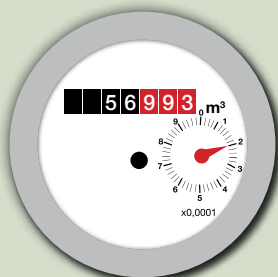
FROM JANUARY, THE WATER BILL WILL BE EVEN MORE DETAILED. IT WILL ALSO COUNT IN LITRES.

CUSTOMER METER READINGS

FIND OUT HOW TO READ YOUR METER

All EPAL's meters have digits or dials which also allow your consumption to be measured in litres.

To read meters where litres are identified by digits, use the numbers on a white or black background (m³) followed by the numbers on a red background (litres).



Correct reading **56,993**

WAYS TO SEND IN THE READINGS

800 201 101

Meter reading phone line
(free phone call)

www.epal.pt

EPALnet Customers Area
(on-line reading validation)

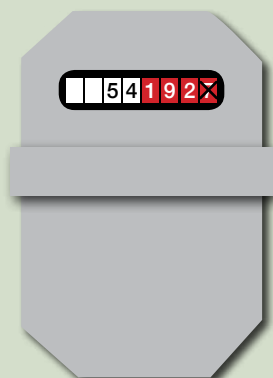


myAQUA®
(on-line reading validation)

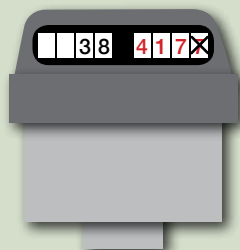


waterbeep®
(on-line reading validation)

On meters with four red digits, ignore the last digit.

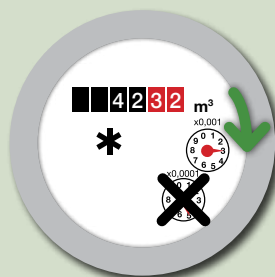


Correct reading **54,192**

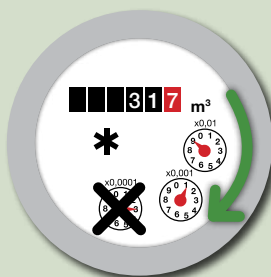


Correct reading **38,417**

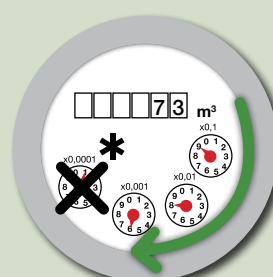
On meters where litres are identified by digits and/or dials, reading the latter must be done clockwise, ignoring the last one.



Correct reading **42,323**



Correct reading **31,791**



Correct reading **73,986**

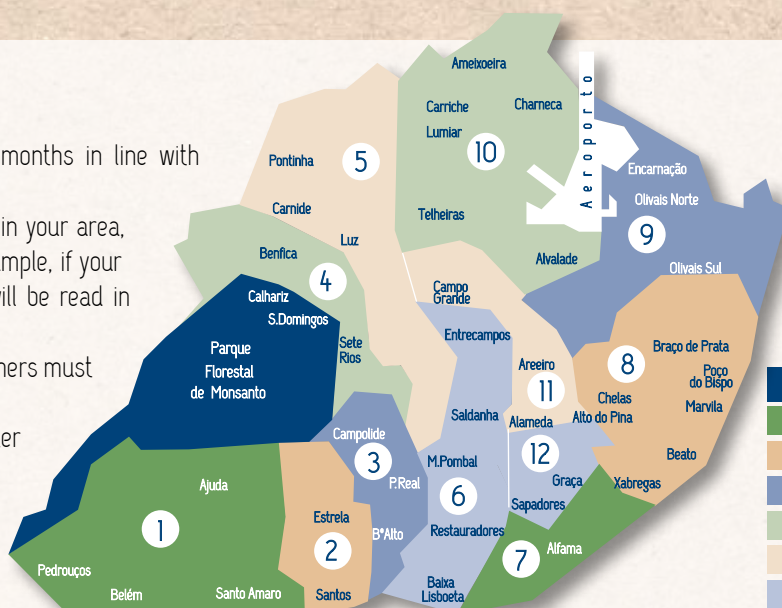
EPAL METER READINGS

EPAL reads water meters every six months in line with current legislation.

To find out when we read the meters in your area, identify your zone on the map. For example, if your area is in zone 2 or 8, your meter will be read in February and August.

To allow the reading to be done, customers must facilitate access to the meter.

The date that EPAL will read your meter is shown on the water bill immediately prior to the reading, with reminders put on building doors in advance.



Zones	Months of the readings
1 e 7	January and July
2 e 8	February and August
3 e 9	March and September
4 e 10	April and October
5 e 11	May and November
6 e 12	June and December