

Autorità Idrica Toscana

**INTEGRATED WATER SERVICE CHARTER OF
ACQUEDOTTO DEL FIORA WATER SUPPLY SYSTEM**

Autorità Idrica Toscana

1 Introduction

This Integrated Water Service Charter (I.W.S.) was adopted by the Service Provider on 1st May 2026 (subject to any additional deadlines specified in the text) in compliance with the Italian Prime Ministerial Decree of 29.04.99 concerning the “General reference scheme for the preparation of the Integrated Water Service Charter” and in compliance with the most recent legislative reference set out in art. 2, paragraph 461, point a) of Italian Law 244/2007 and with the guidelines drawn up by the Italian Ministry of Economic Development published in the Official Gazette No. 72 of 29/10/2013.

This Charter implements the guidelines set out in the resolutions of Autorità di Regolazione per Energia, Reti e Ambiente (ARERA) (Regulatory Authority for Energy, Networks and Environment), and automatically complies with them even before their formal integration. The S.I.I. Charter (Servizio Idrico Integrato) Integrated Water Service Charter (IWS) is an annex to the Water Service Contract, entered into between the Service Provider and the Users, and represents the document that defines the expected quality levels for the services performed and their usage modes, including the rules governing the relationship between Users and IWS Service Providers.

All the most favourable conditions for Users contained in the Charter are intended to replace those contained in the Water Service Contracts themselves, including the regulations.

From a general viewpoint, the Integrated Water Service Charter:

- recognises that Users have the right to access the information and give their opinion on the workings of the Tuscan Service Providers as a key element for informed participation by all service Users;
- indicates the methods for the submission of complaints and requests for information by Users and for the replies from the relative Service Providers of the territory of competence of the Autorità Idrica Toscana - AIT - Tuscan Water Authority;
- indicates the methods for proposing conciliation arrangements and alternative procedures for the settlement of disputes governed by the “Regulation on Conciliation in the Integrated Water Service” as last updated pursuant to the resolution of the General Assembly of the Tuscan Water Authority No. 15 of 24/07/2023;
- specifies the compensation to be paid to Users in the event of breach of the Service Provider’s obligations set out in the Charter. In the event of non-compliance with the specific standards indicated under paragraph 4 – except for any possible derogations – Users have the right to automatic and fixed compensation as reported in subsequent paragraph 9: “Automatic compensation”.

The Service Charter concerns the Integrated Water Services provided by the Service Provider to residential and non-residential domestic Users and to other uses depending on the User categories.

Should the supply of water services be provided in derogation of the minimum service levels, the Service Provider will inform Users of such derogations as well as of the legal provisions and any limits established by the Authority, according to the methods reported under paragraph 8 “Information to Users” of this Charter.

Autorità Idrica Toscana

Regarding the sewerage and wastewater treatment services, the Service Charter refers to wastewater discharged into the public sewers and wastewater treated in plants managed by the Service Provider, respectively.

This IWS Charter is available in digital format and can be downloaded from the following websites: www.fiora.it and www.autoritaidrica.toscana.it. The Charter may also be requested to the Service Provider.

Following the approval of the Charter and any amendments made to it, information will be given in the bill.

1.1 Revision and Verification Procedure

The Charter is reviewed each time changes occur that make adjustments necessary, based on the monitoring set forth under paragraph "Protection". Reviews (variations and/or supplements) to this Charter are approved by the Authority after liaising with the Service Provider, Consumer Associations, Business Associations, and other interested parties. Any changes must be brought to the attention of Users according to the methods reported under paragraph 8 "Information to Users".

The Authority promotes dialogue with Consumer Associations on a yearly basis, aimed at verifying the Service Charter and subject to its monitoring performed with the Yearly Service Quality Report set forth in Point 8.3.

2 General aspects

2.1 The Service Provider

Since 1st January 2002, Acquedotto del Fiora SpA (hereinafter also Fiora) is Sole Service Provider of the Conferenza Territoriale n. 6 Ombrone [Territorial Conference No. 6 Ombrone] (former Ato6), pursuant to the Galli Law (Law No. 36 of 1994) following Resolution No. 14 of 28 December 2001, adopted by the Shareholders' Meeting of the Autorità di Ambito Territoriale Ottimale n. 6 "Ombrone" [Optimal Territorial Authority No. 6 "Ombrone"].

The company manages the ensemble of abstraction, conveyance and distribution services of water for domestic use, sewerage and wastewater treatment. In addition to tertiary treatment plants, Fiora designs and manages seawater and brackish water desalination plants for drinking water supply.

Acquedotto del Fiora SpA is jointly owned by 55 Municipalities part of the Conferenza Territoriale n. 6 Ombrone, of which 28 are in the province of Grosseto and 27 in the province of Siena and, as of August 2004, by Ombrone SpA, as private shareholder.

The composition of the Conferenza Territoriale n. 6 can be seen in this document.

2.2 Fundamental principles

Fiora bases its relationship with User citizens on the following general principles.

2.2.1 Equal and impartial treatment

The supply of the integrated water service is based on the principle of equal rights of Users. The rules regarding the relationships between the Service Provider and Users respect all differences of gender, race,

Autorità Idrica Toscana

language, religion, and political opinion. Equal treatment of Users must be guaranteed – under equal system-functional conditions – within the entire area of reference. Fiora especially undertakes to pay particular attention to the disabled, the elderly and User-citizens belonging to vulnerable social groups. The Service Provider undertakes to act with regard to Users in an objective, fair, and impartial manner.

2.2.2 Continuity

The commitment to deliver ongoing and regular quality services, without interruptions, is guaranteed.

Service interruptions may be attributable only to force majeure events and/or breakdowns or maintenance necessary for the correct functioning of the systems. In these cases, the Service Provider undertakes to limit the interruption time to the minimum required and, whenever provided for, to activate emergency replacement services.

2.2.3 Participation

Users have the right to access information regarding them and to submit proposals regarding their problems, either individually or through specifically appointed Consumer Associations.

Regarding the relationship with Users, the Service Provider ensures the identifiability of its staff, identifies the company contact person, and communicates the company's certified electronic email (PEC) and other communication channels.

The Service Provider periodically acquires Users' assessment on the quality of the service provided by submitting User satisfaction surveys.

2.2.4 Staff behaviour

The staff must treat Users with respect and courtesy, meet their needs and help them exercise their rights and comply with their obligations providing, if necessary, clear explanations and adequate supporting documentation.

The Service Provider's employees must also identify themselves when talking directly to people or over the phone.

2.2.5 Clear and comprehensible messages

Fiora pays the utmost attention to ensuring that it uses an effective and highly simple language (including symbolic language) with the User.

Through the website www.fiora.it, it makes available in digital format the Service Charter, the regulations of interest to Users, tariffs and costs for the services valid year per year, and precise indications for specific types of requests, and also supplies detailed information on commercial processes, opening hours of the in-person service desks and of the phone service, the references and free-phone numbers to contact the Service Provider, and more.

2.2.6 Effectiveness and efficiency

Fiora aims at the progressive and continuous improvement of service effectiveness and efficiency by adopting functional technological, organisational and procedural solutions that are most appropriate to reach this purpose. It tends to rationalise, reduce and simplify procedures, especially operations regarding the service, by applying current regulations.

Fiora's actions are aimed at the sustainable development goals set by the UN's 2030 Agenda.

2.2.7 Sustainability in using water

Using water without any type of control and without considering its impact on the quantity available in the medium-long term, may lead to depletion of this resource. It is hence necessary to manage water so as to ensure ecologically sustainable development. Using water in a sustainable manner means that it must not be used in excess of its capacity to regenerate, and that wasteful use and the abstraction of surface water must be restricted.

Water must be used in compliance with Directive 2000/60/EC and with Directive 2020/2184, in respect of environmental safety and of human health protection.

2.2.8 Digitalisation

Fiora is committed to translating sustainability into concrete actions and to acting in accordance with the regulatory guidelines promoted from time to time in relation to Digital Transformation. To this end, it undertakes to invest in innovation and digital development to provide End Users with a wide range of tools, offering new opportunities for interaction and contract management, simplifying access to the services offered, and strengthening rights and transparency.

To guarantee the standards of the Service Charter, the means, instruments, and related names may diversify and vary over time to ensure continuous improvement, with a view to cost-effectiveness and sustainability.

3 Definitions

For the purposes of this Charter, the following definitions will be applied:

- **acceptance of cost estimate** is the formal acceptance by the applicant of the conditions set forth in the cost estimate. The way such acceptance is to be expressed must be specified in the cost estimate (for example, upon payment of the connection fee, or through signature accepting the cost estimate, or other modality);
- **water supply system** is the ensemble of infrastructures of abstraction, conveyance, purification, and distribution, aimed at the water supply;
- **IVR** (*interactive voice response*) is a system comprising an automatic response system with interactive functions which, depending on the replies provided by End Users via keypad or voice response system, allows accessing a menu of services and entering into contact with an operator;

Autorità Idrica Toscana

- **water connection** is the water pipeline branching out from the main pipeline and/or related auxiliary devices and accessories and attachments for delivering the service to one or more Users. It usually starts from the point of connection on the distribution pipeline and ends at the point of delivery of the water service system;
- **sewerage connection** is the pipeline that collects and carries wastewater from the sewerage discharge point to the public sewerage system;
- **agreed appointment** is the first appointment proposed by the Service Provider and accepted by the User to carry out an inspection or intervention for the purpose of performing the services, subject to specific or general quality levels;
- **postponed appointment** is an appointment scheduled at the applicant's request on a date after the one proposed by the Service Provider;
- **Personal Area of the online portal** is a private space within the online portal—or, more generally, within the online services that the Service Provider may make available to its End Users, including through applications for electronic devices— which the User can access by registering and authenticating in order to use personalized content and features;
- **voice Assistant** is an artificial intelligence-based application or computer system capable of processing natural language and interacting with a human interlocutor, trained to respond to specific requests made by the End User or to carry out certain operations within the scope of the Service Provider's telephone assistance service;
- **authorised acts** are concessions, authorisations, easements or mandatory opinions which must be obtained in order to allow the Service Provider to perform its services, except for the concessions, authorisations or easements that must be requested by the applicant;
- **activation of the supply** is the start of delivery of the service, following a new supply contract or a change in contractual conditions (transfer);
- **self-reading** is the reading by the End User and subsequent communication to the Service Provider of the IWS of the numerical values shown on the meter;
- **Autorità di Regolazione per Energia Reti e Ambiente (ARERA, former AEEGSI) [Regulatory Authority for Energy, Networks and Environment]:** It is the body, established under Italian Law No. 481/1995, to which the Government transferred the “functions of regulation and control of water services”;
- **Tuscan Water Authority (Autorità Idrica Toscana)** is a legal entity established under Regional Law of Tuscany No. 69/2011, as subsequently amended and supplemented;
- **social water bonus** is the water bonus introduced by Arera – in coherence with Art. 3, paragraph 1, of Italian Prime Ministerial Decree of 13 October 2016 – by way of Resolution No. 897/2017/R/idr (concerning the water sector) as subsequently amended and supplemented;
- **integrative social water bonus** is the water bonus recognized on a local level by the Service Provider of the I.W.S., where approved by the Tuscan Water Authority;

Autorità Idrica Toscana

- **call centre** is a telephone service equipped with technologies that allow the Service Provider to record the start of the response, any request to speak to an operator, if the response is provided by an automatic answering machine, and the start of the conversation with the operator or, if earlier, the end of the call;
- **causes of force majeure** for the failure to respect standards are acts by public authorities, exceptional natural events for which the competent authorities have declared a state of disaster, strikes called without the advance notice set forth by the law, failure to obtain the issuing of permits;
- **termination** is the disconnection of the point of delivery or point of discharge following cancellation of the supply contract by the End User, with sealing off or removal of the meter;
- **traceability code** is the code notified to applicants following their application, which allows the service to be traced during the entire management process, also by using several associated codes;
- **historical consumption** is the arithmetic average of the last three annual consumptions as established by TIMSII [Integrated Water Service Metering Regulation];
- **supply contract** of the integrated water service, or of the individual services comprising it, is the deed entered into between the End User and the Service Provider;
- **date of submission** is:
 - for communications sent via courier, it is the date of delivery to the courier entrusted with the forwarding; if the courier does not issue a receipt, it is the date resulting from the Service Provider's protocol;
 - for communications sent via e-mail or electronically, it is the date of submission of the communication;
 - for communications made available at in-person service desks, it is the date of delivery shown on the receipt issued;
- **date of receipt** is:
 - for communications sent via courier, it is the date of delivery by the courier entrusted with the forwarding; if the courier does not issue a receipt, it is the date resulting from the Service Provider's protocol;
 - for communications submitted via e-mail or electronically, it is the date of receipt of the communication, which is presumed to coincide with the date of submission or entry into the system;
 - for communications received at in-person service desks, it is the date of presentation shown on the receipt issued;
- **quality data** are the data and information relating to the contractual quality of the IWS or of each of the individual services comprising it, communicated by Service Providers to the Authority;
- **wastewater treatment** is the system of facilities for treating urban wastewater collected through sewer networks, with the aim of making the treated water compatible with the receiving environment, including activities for sludge treatment;

Autorità Idrica Toscana

- **Italian Ministerial Decree No. 93 of 21 April 2017** is the Italian Ministerial Decree bearing the “Regulation implementing the legislation on checks to be carried out on measuring instruments in service and on the supervision of measuring instruments to ensure conformity with national and EU law”
- **Italian Prime Ministerial Decree of 29 August 2016** is the Italian Prime Ministerial Decree of 29 August 2016 bearing “Provisions related to reducing arrears in the integrated water service”
- **disconnection of supply** is the suspension of delivery of the service at the point of delivery, with simultaneous removal of the water meter and the termination of the contractual relationship;
- **sewerage** refers to the system of infrastructures for the conveyance of urban wastewater, consisting of domestic or similar wastewater, industrial wastewater, stormwater runoff, and first-flush rainwater; it also includes the collection networks, primary and secondary collectors, any overflow structures, including the related outfalls and bypass channels;
- **Service Provider** is the subject who manages the IWS and each of the services comprising it, by virtue of any authorisation and with any legal form in a given territory, including Municipalities that manage them directly;
- **weekday**: a non-holiday day of the week between Monday and Saturday, inclusive;
- **working day**: a non-holiday day of the week from Monday to Friday, inclusive;
- **automatic compensation** is the amount due to the End User should the Service Provider not comply with the specific quality standards;
- **interruption of the water service** is the failure to supply the service to an End User, at the minimum conditions of hydraulic flow and load defined by applicable legislation or, where envisaged, specified in the water service supply contract; all types of interruption are included, even those for water rationing during water shortage;
- **unscheduled interruptions** are interruptions of the water service supply resulting from a report made to the emergency assistance or remote control/internal control attributable to situations of discomfort or danger (for the Users or for the environment) such as to require interventions that cannot be delayed. These interventions shall be carried out in the shortest possible time in accordance with priorities associated with service continuity;
- **scheduled interruptions** are service interruptions other than the unscheduled interruptions referred to in the preceding paragraph;
- **simple work** is work conducted in a workmanlike manner regarding new water or sewerage connections or work of any kind on existing connections (e.g. new service connections) or on existing meters (meter transfer, change, etc.) which does not imply specific work to adapt the water parameters of the connections to the new situation, or the performance of work requiring authorised acts from third parties, or the need to interrupt the supply of the service to other Users;

Autorità Idrica Toscana

- **complex work** is work conducted on request of the End User which is not attributable to the category of simple work;
- **reading** is the actual reading by the IWS Service Provider of the numerical values shown on the meter;
- **restriction of the supply** is the reduction in the flow of water provided at the point of delivery in cases of arrears, guaranteeing the essential quantity of water for residential domestic users;
- **pressure level** is the measurement of the unitary force exerted on the water inside the pipeline expressed in atmospheres;
- **specific quality level or standard** is the quality level referred to the single service that must be guaranteed to the End User;
- **general quality level or standard** is the quality level referred to the overall services that must be guaranteed to End Users;
- **IWS measuring group or meter** is the device used to measure the volumes in transit in each of the services that make up the IWS, including any devices at the tapping points within industrial sites whose discharges are authorized into the public sewerage system; telecommunications devices related to the measuring devices are also included;
- **arrears** are the failure to fulfil the obligation to pay amounts owed by the End User to the Service Provider under the applicable supply contract;
- **operator** is an appointed person who replies to the requests made by the End User who contacts the Service Provider, regarding all the main aspects of one or more IWS services supplied;
- **order of unsafe drinking water** is the precautionary measure taken by the Mayor to protect public health, if the parameter values established by Annex I of Italian Legislative Decree 18/2023, as subsequently amended and supplemented, are exceeded;
- **hidden leak** refers to a water leak occurring downstream of the meter, within the systems under the User's responsibility. It refers to a leak that is not visible and cannot be detected through the ordinary diligence expected of the User in monitoring their own property;
- **completion of the contract** regarding supplies activated from the date the Integrated Water Service is assigned to the Service Provider, means the signature (where expressly provided for) and/or the submission by the User of all the requested documentation and the payment of the fees;
- **Territorial Plan** is the Plan drawn up and updated by the Tuscan Water Authority pursuant to Italian Legislative Decree 152/2006;
- **flow rate** is the measure of the amount of water passing through the pipeline per unit of time;
- **service** means, unless otherwise specified, any response to a written complaint or request, as well as any work or intervention carried out by the Service Provider;

Autorità Idrica Toscana

- **essential quantity of water** is the minimum vital quantity, established by Italian Prime Ministerial Decree of 13 October 2016, in 50 litres/person/day (equal to 18.25 m³/person/year), necessary to satisfy essential requirements;
- **written complaint** is a written communication sent to the Service Provider, also electronically, in which the End User, or a legal representative or Consumer Association writing on their behalf, expresses complaints regarding non-compliance of the service received with one or more of the requirements defined by law or administrative provisions, by the contractual offer accepted by the User, by the supply contract, by the service regulations, or regarding any other aspect pertaining to the relationship between the Service Provider and the End User, including, starting from 1st January 2027, the written request regarding billing adjustments;
- **reactivation of the supply** is the restoration of the service supplied to a point of delivery which terminates supply disconnection or suspension or a restriction thereof due to arrears;
- **written request for information** is any written communication sent to the Service Provider, also electronically, in which a person requests information about the water service, which is not related to a disservice;
- **written request for billing adjustments** is any written communication sent to the Service Provider, also electronically, in which an End User complains about incorrect amounts billed regarding one or more IWS services;
- **termination of the contract** if the User's non-compliance continues beyond the maximum time set by the Service Provider after the supply has been deactivated, the Service Provider will terminate the contract and remove the consumption meter. Should the User, following the termination of the contract, provide for total payment of the amount owed, including debt collection costs, the service may be reinstated only by entering into a new supply contract. Should the User, following the termination of the contract, not provide for payment, the debt collection procedure shall proceed, charging them with all costs that the Service Provider shall sustain. Also if the removal of the meter is not technically possible, the debt collection procedure shall proceed in any case, charging the User with all costs that the Service Provider shall sustain;
- **REMSI** is Annex A to Resolution of 16 July 2019 No. 311/2019/R/IDR as subsequently amended and supplemented, issued by ARERA, regarding the text for the regulation of arrears in the integrated water service, or each of the single services it is composed of;
- **RQSII** is Annex A to resolution No. 655/2015/R/IDR as subsequently amended and supplemented, issued by ARERA regarding the Integrated Text for Regulating the Contractual Quality of the Integrated Water Service;
- **RQTI** is Annex A to resolution No. 917/2017/R/IDR as subsequently amended and supplemented, issued by ARERA regarding the Integrated Text for Regulating the Technical Quality of the Integrated Water Service and each of the single services it is composed of;
- **emergency replacement service**: for interruptions involving less than 10,000 inhabitants, this means guaranteeing a supply per capita of at least 25 litres/day, while for other interruptions, the supply per capita

Autorità Idrica Toscana

must be at least 10 litres/day. This potential distribution capacity must be guaranteed by means of tankers or plastic containers or by using a nearby supply point or restoring water supply to users, by way of exception to the minimum flow rate and hydraulic head conditions, for at least 6 hours, even not consecutively, between 7 am and 7 pm;

- **telephone service** is the telephone service that allows End Users to contact their Service Provider to request information or services, and any other contractual service or procedure that the Service Provider provides over the telephone; one or more telephone numbers may be provided for each telephone service and the telephone service may be equipped with an IVR system;
- **Integrated Water Service (IWS)** is the ensemble of the public services regarding the abstraction, conveyance and distribution of water for residential use, sewerage, reuse of and wastewater treatment, or each of the individual services mentioned above, including services for collection and delivery for multiple uses and wastewater treatment services for mixed domestic and industrial uses, as defined in accordance to the currently applicable tariff schedule;
 - **hazardous situations** are situations where the quality of the water distributed may be harmful to human health, as well as situations related to practicability due to floods, breakdowns, or non-scheduled interventions on the network;
- **inspection** is the testing of the technical conditions regarding delivery of the service, its performance, or the conditions of the locations;
- **“digital service desk”**: it is a means of contact through which, thanks to a personalised appointment, the User can interact remotely with the Service Provider for information and service requests;
- **in-person service desk** is the point of contact in the given territory made available by the Service Provider to request information, services or assistance;
- **disconnection of supply** is the suspension of delivery of the service at the point of delivery, without removal of the water meter and the termination of the contractual relationship carried out by the Service Provider;
- **takeover** is the request for reconnection of a disconnected point of delivery with changing of contract ownership or identification data;
- **remote reading** is the method of remotely detecting utility consumption or process volumes via telematic means, which allows readings to be acquired without physical access to the meter. For the purposes of this provision, a distinction is made between:
 - a) **proximity remote reading** (walk-by/drive-by or similar), in which the meter reading is taken electronically, in the vicinity of the meter (semi-remote mode);
 - b) **remote reading via telemetry**, in which the meter reading is taken without the assistance of an operator in the field to collect the data, via a telecommunications network (public or private) connected directly to a centralised control room or to the meter reading management system (remote metering).
- **timeframe for obtaining authorisations** is the time lapsing between the date of request for the deed submitted last and the date of receipt of the deed completed last, as resulting from the Service Provider’s protocol;
- **TIMSII** is Annex A to resolution No. 218/2016/R/IDR as subsequently amended and supplemented, issued by ARERA, regarding the Consolidated Text on measurement of the integrated water service;

Autorità Idrica Toscana

- **User (or End User)**, is the natural or legal person that has entered into or intends to enter into a supply contract on their own behalf for one or more IWS services;
- **condominium Users** are End Users served by a single point of delivery that distributes water to several property units, also with different intended use. Condominium users are treated in the same way as End Users;
- **End User whose supply can be interrupted** is the End User for whom, in the event of arrears, the Service Provider of the IWS can proceed with the suspension and/or disconnection of the supply;
- **End User whose supply cannot be interrupted** is the End User for whom, in the event of arrears, the Service Provider of the IWS cannot proceed with the suspension and/or disconnection of the supply; This category includes Users who are direct beneficiaries of the social water bonus and public Users whose supply cannot be disconnected (hospitals and healthcare facilities, nursing homes and care facilities, emergency facilities related to military and security structures, prisons, educational institutions of all levels, any other public Users that provide a service necessary to ensure the health and physical safety of persons, or those for which a suspension of supply could lead to problems of public order and state security, including fire hydrants).
- **indirect Users** are the End Users of the service delivered to a condominium and coincide with the property units underlying the supply contract for one or more IWS services;
- **vulnerable Users** are disabled people and seriously ill people. The latter may be reported by the social services of the Municipality of reference or by the Local Health Units;
- **transfer** is the request to activate an active delivery point, with a concurrent change in contract ownership or identification details;

4 Integrated water service quality standards

Quality standards are divided into specific and general. For specific quality standards, reference is made to the maximum time established for the individual services provided by the Service Provider, and failure to respect these determines the issuing of a compensation to the User.

For general service quality standards, reference is instead made to the average time of the set of services by the Service Provider, and failure to respect these may be object of penalties and sanctions.

The performance times of the services provided are expressed in working days, unless otherwise indicated in the Charter. Calculation of performance times is net of the time required to obtain permits. Other reasons for exclusion from calculation of the times are the failure to comply with the time limits due to force majeure (by way of example, but not limited to, also cases of declared pandemic), lack of permits, non-performance of work under the User's responsibility, standards, regulations and laws influencing the time needed to perform the service.

If the Service Provider and the User have arranged an appointment, the Service Provider must make sure that the service is provided within the deadline agreed upon, taking into account the provisions regarding the time slot for agreed appointments, without considering the other time periods for providing the service.

Autorità Idrica Toscana

Requests relating to the performance of services subject to specific and general quality levels, expressed in working days, received by the Service Provider after 6 pm on working days may be treated by the Service Provider as having been received on the next working day.

Requests for reactivation of supply following disconnection due to arrears received by the Service Provider after 6 pm on working days may be treated by the Service Provider as having been received on the following day.

4.1 Start of the contractual relationship.

4.1.1. Estimation time for connections to the water supply and sewerage systems

This is the maximum time, measured in working days, between the date of receipt by the Service Provider of the request for a cost estimate and the date of dispatch by the Service Provider of the cost estimate to the applicant.

The request for a cost estimate for water and sewerage connections varies depending on the need (or not) for an inspection.

Estimation time

Cost estimate for water and sewerage system connections without inspection 10 working days from request

Cost estimate for water and sewerage system connections with inspection 20 working days from request

4.1.2 Estimated time for the performance of works

The estimated time for the performance of works is the time lapsing between the date of receipt by the Service Provider of the End User's request for a cost estimate and the date on which the Service Provider sends the cost estimate to the End User.

The estimated time for the performance of works varies based on the need (or not) for an inspection.

cost estimate for the performance of works without inspection 10 working days from request

cost estimate for the performance of works with inspection 20 working days from request

Estimation times always start from the date of the request. In the event of an inspection, if the estimation time is exceeded, this will not give rise to compensation in the following cases:

- a) if the citizen makes an appointment other than that arranged by the Service Provider (personalised appointment);
- b) if it is not possible to carry out the inspection on the date agreed upon due to reasons attributable to the citizen, and it is therefore necessary to make a new appointment.

4.1.3 Request procedures, minimum content of the cost estimate for water and sewerage connections and performance of works – validity of the cost estimate

The End User must present the request for a cost estimate for water and sewerage connections and for the executions of the works through one of the channels rendered available by the Service Provider, preferring digital channels.

The cost estimate must contain:

- a) traceability code with which the Service Provider identifies the individual service request;
- b) code with which the Service Provider identifies the service to be carried out;
- c) applicant's identification data;
- d) User code, and, effective 1st January 2027, the unique identification code as per Article 17 of the TIMSII, in the event the request is made by the holder of a supply contract;
- e) date of receipt by the Service Provider of the applicant's request for a cost estimate;
- f) date of submission of the cost estimate to the applicant;
- g) type of use;
- h) indication of maximum time required for delivering the service requested as well as, if such service is subject to a specific level of quality defined in this Service Charter, the indication of the amount of automatic compensation due to the End User, should this specific level not be respected;
- i) indication of the cost required to carry out the work requested, in compliance with the provisions set out in the Supply Regulations;
- j) indication of the necessary elements to carry out the work requested, including any works to be performed by the applicant and the concessions, authorisations, or easements that the applicant may need to request to allow the performance of the work, together with appropriate technical documentation;
- k) estimated time for obtaining any permits required for carrying out the work requested;
- l) details of the methods for accepting the cost estimate;
- m) period of validity of the cost estimate;
- n) the organizational reference (phone number of the structure) of the Service Provider, for the purpose of providing additional information in the case of complex works.

Additionally, the cost estimate for connections to the water and sewerage system must contain:

- a. indication of costs for the connection up to the activation of the supply; specific indication of costs for the activation of the supply, where requested; in the event that the cost is to be determined analytically and not flat-rate, the cost estimate must contain the different cost components, and in particular, those relative to labour and/or work by third parties, to materials, supplies and general costs;

b. if the cost estimate is accepted, details of the documentation which the applicant must submit to activate the supply, where requested, and information on the supply contract;

c. list of third-party authorisations that may be required for the performance of the work requested by the User.

The cost estimate must have a validity of not less than three months. Acceptance of the cost estimate extends its validity until the performance of the service requested. No fee not included in the cost estimate may subsequently be charged by the Service Provider, except in cases where, at the time of preparing the initial cost estimate, exceptional technical conditions arise or are identified during performance, for example due to additional performance requirements imposed by third parties during the authorisation phase that could not have been foreseen. Consequently, relative fees shall be appropriately recalculated in a new cost estimate.

4.1.4 Standardised cost estimates

The Service Provider identifies the type of services for which the cost estimate may be standardised, which is made available to the applicant immediately, through the call centre or Service Desk. These quotations are also made available to End Users in the Supply Regulations and on the website.

If the End User submits a written request for a standardised cost estimate, the Service Provider must comply with the specific standard applicable to non-standardised cost estimates that do not require inspections (10 days).

4.1.5 Performance time for connections and for water and sewerage works

This is the time for the performance of the connection/work on the water and sewerage system lapsing between the date of acceptance of the cost estimate by the User and the date of completion of the works by the Service Provider; at the same time as the completion of the works, the Supply Contract is made available to the End User for signing.

In the event of connection requests forwarded by construction companies without a concurrent request for activation of the supply, a contract will not be made available.

In the event of services for which it is possible to standardise a cost estimate, the date of formal acceptance of the cost estimate coincides with the date of receipt of the formal request for the performance of the works.

Performance time for water and sewerage system connection is differentiated based on the complexity of works necessary for the connection itself.

Water connection performance times that entail the performance of simple works 15 working days

Sewerage connection performance times that entail the performance of simple works 20 working days

Simple works performance times 10 working days

Autorità Idrica Toscana

Water and sewerage connection performance times that entail the performance of complex works is 30 working days

Complex works performance times is of 30 working days

The performance of complex connections and works constitute general standards, hence do not give the right to the compensation referred to in point 9 below.

If, for the performance of complex works, authorisations are necessary, the performance time of the services is calculated net of the time lapsing between the authorisation request by the Service Provider and its attainment, on condition that at least the first authorisation was requested within 30 working days from the date of communication of the acceptance of the cost estimate by the applicant.

If the preceding paragraph is applied, the Service Provider communicates to the End User having requested the authorisations within five (5) working days following such request.

4.1.6 Activation times

When the request for activation is concurrent with connection, the activation time for the supply of the service is the time lapsing between the date of completion of the connection works and the date of actual activation of the supply.

When the request for activation is subsequent to the connection (performed by the construction company), the activation time for the supply of the service is the time lapsing between the date of receipt of the request from the User and the date of actual activation of the supply.

The supply activation request can be presented through the call centre or by email, by post, by filling in the form that can be downloaded from the Service Provider's website at the service desks open to the public, or through the dedicated website.

If the applicant requires supply activation starting from a date subsequent to the date of completion of the connection works, the latter conventionally coincides with the first working day prior to the postponed date indicated by the applicant.

Supply activation time 5 working days

4.1.7 Supply reactivation and takeover times and methods

This is the time lapsing between the date on which the Contract is completed, or the reactivation request, and the actual supply reactivation date. Except where technical adjustments established by the Service Provider must be made, which are communicated to the User.

A differentiated minimum quality standard is associated with the reactivation or the takeover of the supply, based on the request (if any) by the End User to proceed with a reactivation, or a takeover, with a modification in the flow rate of the meter.

Supply reactivation time 5 working days from contract definition

Reactivation time with modification of meter flow rate 10 working days

Autorità Idrica Toscana

The request for reactivation, or takeover, can be forwarded, through the methods set forth in point 4.1.6, to the IWS Service Provider respectively by the End User who had previously requested deactivation of the delivery or discharge point themselves, or by a new End User.

To verify respect of the specific standard associated with reactivation times of the supply, if the reactivation, or the takeover, entails the performance of simple or complex works, the reactivation time begins on the day of completion of the above-mentioned work.

Independently of the channel through which the request was sent, every time the End User communicates an email address, the Service Provider delivers the service using the digital takeover process, allowing the contract to be completed through digital acceptance via a dedicated link sent by email, thereby avoiding the production and exchange of paper documentation.

4.1.8 Supply reactivation times and methods following deactivation, suspension or restriction due to arrears

Supply reactivation times following deactivation, suspension or restriction due to arrears is the time, measured in weekdays, lapsing between the date of receipt of proof of payment of the amounts due and the date of reactivation of the supply, except in the case of different intentions by the User.

Reactivation times following arrears 2 weekdays from payment communication

If the User, holder of a limited, suspended or deactivated supply due to arrears asks for the activation of a new supply point, the Service Provider has the right not to proceed with the performance of the service requested until payment of the unpaid bill on the first supply point.

Payment may be communicated to the Service Provider through the contact channels available to the public and, in particular, through the phone assistance service with concurrent submission of proof of payment through dedicated electronic mailbox, other email address, through the postal service, or through the service desks available in the relative territory.

Communication of payment constitutes self-certification pursuant to art. 47 of Italian Presidential Decree No. 445 of 28 December 2000.

4.1.9. Times and methods of supply deactivation upon request by the User

Supply deactivation time is the time lapsing between the date of receipt of the request by the End User and the date of actual deactivation.

Deactivation of the supply may be requested by the End User in accordance with the procedures set out in point 4.1.6.

Deactivation following a request for termination of the service shall entail the suspension of the supply of the service, the closure of the delivery or discharge point and the concurrent reading of the meter, which is essential for the issuance of the final bill for the closure of the contractual relationship.

If the End User requests the deactivation of the supply starting from a date subsequent to that of the request, the date of receipt of the request by the Service Provider for deactivation of the supply shall conventionally coincide with the first working day preceding the postponed date indicated by the applicant.

In cases where the meter is located in a place not accessible to the Service Provider, the End User must guarantee access to it under the same conditions as those provided for meter checking/testing, in compliance with the time slot.

Supply disconnection time 5 working days from the request

4.1.10 Transfer request methods

Transfer requests may be submitted by the incoming End User, preferably through the digital channels available on the website www.fiora.it or through the App MyFiora, provided that it is supplemented by appropriate documentation from the End User, proving ownership, lawful possession, or tenure of the property concerned, pursuant to Italian Decree Law No. 47 of 28 March 2014 as subsequently amended and supplemented.

The applicant must enter into a new User Contract and pay the security deposit and the amount established to cover the administrative fees.

When requesting transfer, the new End User must communicate the meter self-reading to the Service Provider, which will be the last reading for the previous contract holder and the first reading for the new holder. If the self-reading does not correspond to the reading communicated by the outgoing End User, the Service Provider will carry out a check reading within seven (7) working days from the date on which the new End User communicated the self-reading.

Consumption billed up to the day of the transfer – which starts from the date of termination of the previous User and from the concurrent opening of the contractual relationship with the new End User – is charged to the previous holder of the supply contract with issuing of a final bill closing the contractual relationship.

If the transfer request regards a point of delivery or discharge where supply has been limited or suspended due to arrears, or in all cases where the outgoing holder was in arrears, the Service Provider is entitled:

a) to request the new End User to provide a self-certification pursuant to art. 47 of Italian Presidential Decree No. 445 of 28 December 2000 as subsequently amended and supplemented, together with any suitable documentation, confirming non-involvement in the previous debt;

b) not to proceed with the transfer until the amounts due have been paid if the Service Provider verifies that the incoming End User occupied the property unit, for any reason whatsoever, associated with the point of delivery or discharge in question.

Independently of the channel through which the request was sent, every time the End User communicates an email address, the Service Provider delivers the service using the digital transfer process, allowing the contract to be completed through digital acceptance via a dedicated link sent by email, thereby avoiding the production and exchange of paper documentation.

4.1.11 Free transfer

In the event of death of a contract holder, the heir or the person residing in the property unit wishing to transfer the supply contract to themselves:

- a) submits a specific application by preferably accessing MyFiora online Service Desk;
- b) indicates the self-reading of consumption on the date of submission of the application, which must be validated by the Service Provider;
- c) is allowed to self-certify the information supplied to the Service Provider as set forth by Italian Presidential Decree No. 445 of 28 December 2000 as subsequently amended and supplemented;
- d) takes on all the rights and obligations of the previous holder of the supply contract.

The Service Provider:

- a) carries out the transfer within the times set forth in art. 4.1.12;
- b) sends the new holder of the supply contract a bill for the balance of the consumption measured up to the date of the request for transfer;
- c) applies the security deposit paid by the previous holder to the new supply contract.

No payment, except for stamp duty and the final bill for payment of the balance of consumption may be requested by the Service Provider from the person submitting a request for transfer.

4.1.12 Transfer execution time

Transfer execution time is the time lapsing between the date of receipt of the request for transfer and the date on which the new End User's supply is activated.

Transfer execution time 5 working days.

If the transfer request regards a point of delivery or discharge where supply has been limited or suspended due to arrears, or in all cases where the outgoing holder was in arrears, transfer execution time begins from the date of receipt by the Service Provider:

- a) of the self-certification confirming non-involvement in the previous debt;
- b) of proof of payment of the amounts due

4.2 Accessibility to the service

4.2.1. Maximum time for the agreed appointment

Maximum time for the agreed appointment is the time lapsing between the day in which the Service Provider receives the request from the End User and the time of the appointment.

Autorità Idrica Toscana

A general standard is associated with the maximum time for the agreed appointment. In calculating the standard:

- a) also, appointments scheduled for the checking/testing of the meter and of the pressure level are included;
- b) appointments fixed following explicit request by the End User for a date that entails exceeding the period established are excluded

For the purposes of verifying compliance with the general standard associated with the maximum time for the agreed appointment, appointment requests received by the Service Provider after 6 pm on working days may be treated by the Service Provider as having been received on the next working day.

Maximum time for the agreed appointment 7 working days from the request,

Maximum time for the appointment to check the meter 10 working days.

4.2.2. Minimum advance notice for cancellation of the agreed appointment

The minimum advance notice for cancellation of the agreed appointment is the time, measured in hours and rounded off to the next higher hour, lapsing between the time when the cancellation of the agreed appointment is communicated to the End User and the start of the previously agreed time slot.

The Service Provider is required to notify the End User of the cancellation of the agreed appointment with at least 24 hours' advance notice.

If the User fails to keep the appointment without giving reasonable advance notice at least 24 hours before the agreed time, the Service Provider will still charge the cost of the inspection.

4.2.3. Time slot for agreed appointments

The time slot for appointments requiring the presence of the End User or a person appointed by them is the period of time, measured in hours, within which an appointment is agreed with the applicant for the purpose of carrying out an inspection or intervention necessary for the performance of services subject to specific and general quality levels.

When scheduling an appointment with the applicant, the IWS Service Provider is required to set the start and end times of the time slot for the scheduled appointment, undertaking to arrive at the place and at the time agreed with the applicant.

The time slot for agreed appointments is set at 3 hours in the morning or afternoon slot.

The End User must ensure that they or the person they have appointed are available to receive the Service Provider for the entire time slot agreed with the latter.

The IWS Service Provider has the right, with the User's consent, to proceed with the early performance of the service or inspection.

The Service Provider also informs the End User or the person appointed by them that an automatic compensation will be paid for failure to respect the time slot.

4.2.4 Service desks: opening hours to the public

The Service Provider is required to ensure unrestricted access to provincial service desks during all business hours, although it may, for the greater benefit of the End User, provide dedicated appointment slots.

At the service desks, which are accessible also through previously fixed appointment, it is possible to carry out the necessary technical-commercial paperwork, as well as to communicate the self-reading.

The service desks of the provinces of Siena and Grosseto guarantee the respect of the weekly opening times of 44 hours, with opening on Saturday, pursuant to what is set forth in resolution 655/2015/R/idr as subsequently amended and supplemented. For the updated opening times, we recommend consulting the Service Provider's website or the other communication channels indicated by it. Modifications in the opening hours of the service desks to the public must be previously agreed upon with the Tuscan Water Authority.

Siena Service Desk	Mon. to Fri.	Mon. to Thur.: 8:30 am–12:45 pm, 2:00 pm–4:30 pm
		Fri.: 8:30 am–1:30 pm
Grosseto Service Desk	Mon. to Fri.	Mon. to Thur.: 8:30 am–12:45 pm, 2:00 pm–4:30 pm
		Fri.: 8:30 am–1:30 pm
Digital Service Desk	Mon. to Sat.	Mon. to Fri.: 8:30 am–4:30 pm Sat.: 8:30 am–12:30 pm

Fiora is also committed to developing new services available to Users based on the needs of municipal administrations and considering the large size of the territory managed.

In line with the above, with a view to enhancing its digital offering and ensuring an even more widespread service throughout the territory served, the Service Provider makes available to its Users a video call service (digital service desk) for requesting any type of procedure, which can be accessed simply by using the most popular web applications and is fully equivalent to the in-person service desk.

Appointments for all service desks can be fixed by accessing the relative function available on the website www.fiora.it, the App MyFiora, or other channel made available by the Service Provider.

4.2.5 Service desks: waiting times

Waiting times at the service desks, measured in minutes and rounded off to the next higher minute, is the time lapsing between the moment the End User present themselves at the physical service desk – by collecting the ticket from the “Queue Manager” – and the time the End User is received.

Maximum waiting time at the customer service desks must not exceed 15 minutes;

Maximum waiting times for each single User must not exceed one hour. Average waiting times 15 minutes

Maximum waiting times 60 minutes

Autorità Idrica Toscana

Maximum time for the appointment agreed at the Service Desk is the time lapsing between the day on which the Service Provider receives the appointment request for one of its service desks from the End User and the day on which the appointment is fixed at that location.

Maximum time for the agreed appointment 7 working days

4.2. 6 Online Service Desk

The website allows Users to access their personal account, which is also available on mobile devices, and to submit – including via dedicated forms or web chat for online support – complaints, requests for billing corrections, until 31st December 2026, as well as requests for payment plans, information, cost estimates and performance of work and connections, requests for activation, deactivation, transfer, or takeover of service, and requests for appointments, meter checks, and pressure level checks.

The Service Provider shall indicate in a clear and easily accessible manner, on its website and in new supply contracts, the procedures for activating the Authority's Conciliation Service, as well as the procedures for activating any other out-of-court dispute resolution bodies in which the Service Provider undertakes to participate in and whose procedure is free of charge.

Effective 1st January 2027, if the complaint or request for information is submitted via the online portal or digital channels that provide secure access to a personal account, the Service Provider is required to allow the End User to download to their device or receive via e-mail a copy of the communications sent in this manner, which certifies the date of submission and the case reference code.

Following the termination of the supply contract, for a period of at least one year starting from the month following the issuance of the final invoice, the Service Provider shall maintain access to the personal account for the End User who is the holder of the terminated contract, at least for the purpose of using the features related to the archive of bills issued by the Service Provider and the archive of notifications.

From the website or by downloading the dedicated App, Users can access the MyFiara web portal, where they can pay their bills, autonomously view their consumption and account statements, and monitor the progress of their requests at any time (service available 24 hours a day). Users can also submit meter readings, lodge a complaint, request a billing adjustment, request payment in instalments, request a cost estimate, request activation, deactivation, transfer or takeover of the supply, request a change in the number of household members, activate online billing and set up direct debit. They can report a fault and, if necessary, open a support request or web chat for online assistance.

4.2.7 Facilitations for vulnerable Users

The minimum facilitations provided are:

- a) Service Desks with special access for the disabled;
- b) publication on the corporate websites of the Supply Regulations and of the Charter of Services in English;
- c) time reduced at least by half compared to normally defined times for connections and supply activation/reactivation for disabled and seriously ill people. Advance notice regarding suspension of the service, in case of non-payment by Users, extended by 15 calendar days in the case of seriously ill people.

The Service Provider ensures suitable access to its infrastructures for the disabled through the elimination of architectural barriers of any kind.

The Service Provider advertises the services and facilitations offered to vulnerable Users by providing information on the bills, in the areas allocated for Users, and by using suitable information tools, such as telephone helplines, media diffusion and through Consumer Associations.

4.2.8 Handling of services by phone

Effective 1st January 2027, phone services with voice assistant must ensure that:

- a) the End User is always notified in advance if the call will be handled by a voice assistant or transferred to a voice assistant following the End User's selection of an option;
- b) during the interaction with the voice assistant, the End User can always request to speak with an operator;
- c) if the voice assistant is unable to understand or fulfil the End User's request, it automatically initiates a request to speak with an operator.

The Service Provider is obliged to provide an assistance service via phone with one or more phone numbers, at least one of which totally toll-free, at least for landline calls. When calling from a mobile network, the cost of the call is communicated by an automated message;

The Service Provider must ensure that the telephone assistance service is open for a minimum of 35 hours per week, with operators available to carry out commercial activities, including:

- receiving information regarding new contracts, modifications, takeovers, consumption invoicing;
- directly carry out commercial paperwork, pursuant to the specifications of the Service Provider's organisational/management model.

Each Service Provider must also provide a toll-free number, accessible from both landlines and mobile phones, dedicated exclusively to emergency assistance, with direct transfer to an emergency switchboard operator or an emergency operator without the need to dial other telephone numbers, and active 24 hours a day, every day of the year.

The emergency assistance phone service set up by the Service Provider must be able to:

- a) ensure voice recording of every call received;
- b) guarantee at least 24 hours' autonomy in the event of an interruption of the external power supply;
- c) provide the person reporting the incident, if necessary, with instructions on the general behaviour and measures to be taken immediately to protect their own safety and that of others while waiting for the emergency response team to arrive on site.

The Call Centre of Acquadotto del Fiora SpA responds for emergency assistance services at the number **800.356935**, toll-free for both landline and mobile calls. The service is active 24/7.

Autorità Idrica Toscana

The Call Centre of Acquedotto del Fiora SpA answers for commercial services at the number 800.887755, toll-free from landline, and at the number +39 0564.448844, with call charges according to one's mobile rate plan and when calling from abroad. The service is available – with dedicated operators – for 49 hours per week, Monday to Friday from 9:00 a.m. to 6:00 p.m. and Saturday mornings from 9:00 a.m. to 1:00 p.m.

The Service Provider guarantees accessibility times and phone service levels as set forth in arts. 57 and 59 of resolution no. 655/2015 as subsequently amended and supplemented of the ARERA:

- **The telephone service accessibility indicator (SA)** is equal to the ratio, in the month considered, between the number of time units in which at least one of the lines is free and the overall number of call centre opening time units with the presence of operators, multiplied by 100, where the time unit is chosen freely by the Service Provider; the SA indicator is calculated by rounding off the first decimal digit.
- **The telephone service level indicator (SL)** is equal to the ratio, in the month considered, between the number of phone calls by End Users that have actually spoken to an operator and the number of phone calls of End Users that have asked to speak with an operator or have been redirected by the automatic systems, or, effective 1st January 2027 by the voice assistant to an operator, multiplied by 100; the SL indicator is calculated by rounding off the first decimal digit.

The values of the standards are the following:

Telephone Service Accessibility Indicator (SA) <i>(general st. lev.)</i>	SA ≥ 90% (10 out of 12 months)
Telephone service level indicator (SL) <i>(general st. lev.)</i>	LS ≥ 80% (10 out of 12 months)

4.2.9. Average waiting times for commercial services

Waiting times for telephone service is, with reference to a telephone call from an End User, the time, expressed in seconds, lapsing between the start of the response, even if made with the aid of an automatic answering machine, and the start of the conversation with the voice assistant, in those cases when the phone call is not then transferred to the operator, or the start of the conversation with the operator – even if the call has been transferred by the voice assistant – or the end of the call in the event of abandonment before the start of the conversation with the operator.

Until 31 December 2026, the telephone service waiting time indicator (AWT Average Waiting Time) is equal to the arithmetic mean, for the month in question, of the telephone waiting times for calls from End Users who:

a) have spoken with an operator or following their request or following redirection by the automatic systems to an operator;

b) although requesting to speak to an operator, have terminated before the start of the conversation with the operator.

Effective 1st January 2027, and in cases where a voice assistant is used, the telephone service waiting time indicator (AWT) is equal to the arithmetic mean, for the month in question, of the telephone waiting times for calls from End Users who:

- a) have spoken with a voice assistant without the call subsequently being transferred to an operator;
- b) have spoken with an operator following their own request or following redirection by automated systems or the voice assistant;
- c) despite having requested to speak with an operator, ended the call before the conversation with the operator began.

Average waiting times ≤ 240 seconds

4.2.10. Response times for emergency assistance calls

Effective 1st January 2027, for each emergency assistance call, the Service Provider must register the date and time when the reported hazardous situation was resolved, even if this occurs at a later time if one or more follow-up actions are required after the site has been secured, with a granularity of one minute.

The response time to an emergency call, with reference to a telephone call received by the emergency assistance numbers, is the time, expressed in seconds, between the start of the response, even if made with the aid of an automatic answering machine, and the start of the conversation with the emergency assistance switchboard operator or the emergency assistance operator, or the end of the call in the event of abandonment before the start of the conversation.

Response times for emergency assistance calls ≤ 120 seconds.

For the purposes of compliance with the standard, calls are considered by End-User who:

- a) have spoken with an operator or following their request or following redirection by the automatic systems to an operator;
- b) although requesting to speak to an operator, have terminated before the start of the conversation with the operator.

5. Complaints, written requests for information and for billing adjustments

For classification purposes, cases involving reminders or repetitions of the same complaint or written request for information or – until 31 December 2026 – written requests for billing corrections are not considered, provided they are received within the maximum time limits for a reasoned response as defined in this Charter; such cases are classified as written requests for information if sent by the End User after the date on which the Service Provider sent their written response.

5.1. Reasoned response time to a written request for information

The reasoned response time to a written request for information is the time, measured in working days, lapsing between the date of receipt by the Service Provider of the End User's written request for information and the date on which the Service Provider sends the written motivated response to the End User.

Response times for written requests for information 25 working days.

5.2. Reasoned response time to a written request for billing adjustment

Until 31 December 2026, the reasoned response time to a request for billing adjustment is the time, measured in working days, lapsing between the date of receipt by the Service Provider of the End User's request for billing adjustment and the date on which the Service Provider sends the written motivated response to the End User.

Response times for written request for billing adjustment 30 working days.

5.3. Reasoned response time to written complaints

The reasoned response time to written complaints is the time, measured in working days, lapsing between the date of receipt by the Service Provider of the End User's written complaint and the date on which the Service Provider sends the written motivated response to the End User.

The Service Provider shall clearly indicate on each bill and publish on its website at least one postal address, a certified email address, or an online method that includes tracking for the submission of written complaints. The Service Provider is required to forward any written complaints that are mistakenly sent by the End User to a different address of the Service Provider to one of the above addresses within 7 working days of receipt.

In order to comply with the standard relating to the maximum response time, the Service Provider calculates the reasoned response time to a written complaint starting from the date of receipt of the written complaint at one of the addresses indicated on the bill.

Complaint response time 25 working days

On their website, the Service Provider makes available an online complaint form and a form for written complaints also available in printable format, or available at the service desks for the End User. The forms must contain at least the following mandatory fields:

- a) the mailing address, certified email address, or details of an electronic method that includes tracking, to which the complaint should be sent;
- b) the personal data of the End User:
 - i. name and surname;
 - ii. postal or electronic address;

Autorità Idrica Toscana

iii. the service which the complaint refers to (IWS or individual services comprising it);

iv. User code;

v. address of the supply;

c) a field for entering the self-reading, which the Service Provider may use for billing purposes, in accordance with the provisions of Article 35, paragraph 35.1, of Annex A to Resolution 655/2025/R/idr, as subsequently amended and supplemented;

d) a field for requesting a meter inspection, including a breakdown of the costs

End Users may submit a written complaint to the Service Provider without using the form referred to in the preceding paragraph, provided that the communication includes at least the following minimum information necessary to identify the End User filing the complaint and to send the End User a written reasoned response:

a) name and surname;

b) address of the supply;

c) postal address, if different from the supply address, or electronic address;

d) the service which the complaint refers to (IWS or individual services comprising it).

If the complaint cannot be resolved, the Service Provider shall provide the End User with information on how to resolve the dispute, indicating how to activate the out-of-court dispute resolution bodies and the contact details of the Energy and Environment Consumer Service Desk, as well as instructions on how to initiate conciliation procedures in Tuscany governed by the User Protection Regulations referred to in paragraph 10 below.

5.4. Minimal contents for the reasoned response to written complaints, written requests for information, and billing adjustments

The Service Provider must formulate a clear and understandable response to the written complaint, written request for information, or billing adjustment, using a commonly used terminology and indicating in it the following essential data common to the three types of written requests under consideration:

a) the reference to the written request, or written request for information, or billing adjustment;

b) the indication of the organisational structure of the Service Provider responsible for providing, if necessary, further clarifications.

Besides the above-mentioned elements (points a and b), with reference to the written complaint, until 31 December 2026, the response must also contain:

Autorità Idrica Toscana

- a) the documented assessment by the Service Provider of whether the object of the complaint is justified, accompanied by references to regulations or contract applied;
- b) the description and timing of the corrective actions put in place by the Service Provider;
- c) the following contractual information:
 - i. the service (IWS or individual services comprising it);
 - ii. sub-type of use;
 - iii. for complaints of a billing nature, the rate applied;
- d) the list of documents enclosed

In addition to points a) and b), with reference to the written request for billing adjustments, until 31 December 2026, the response must also contain:

- a) relative documents attesting the correctness of the contractual elements that give rise to the rates applied in compliance with regulations in force;
- b) indication of the invoicing methods applied;
- c) nature of the consumption date reported in the contested bills (identified/estimated);
- d) if the End User communicates a self-reading, different or incoherent with the reading reported on the contested bill, or has communicated a self-reading before the contested bill was issued, the motivation for the lack of use for the adjustment (if any), in compliance with regulations in force or with the contract;
- e) indication of any automatic compensations the End User is entitled to, times and disbursing methods;
- f) details of the calculation made for billing adjustment (if any).

Effective 1st January 2027, the reasoned response to the written complaint is divided into the following sections, which must present consistent and coherent content:

- a) Your complaint, which summarizes the issue reported by the End User;
- b) Our investigations, in which the Service Provider, regarding the possible causes of the problem reported by the End User, outlines the investigations conducted – including through the collection of information and documents from the sewer and wastewater treatment Service Provider in cases of separate management of the IWS – to assess the validity of the complaint, and describes the results, attaching the relevant documentation;
- c) Our conclusions, in which the Service Provider sets forth the conclusions reached regarding the validity of the complaint and indicates, alternatively:
 - the reasons why the complaint is deemed unfounded, or

Autorità Idrica Toscana

- the corrective and remedial actions that have been or will be taken to resolve the problem and the related timelines;

d) Your Rights, in which the Service Provider specifies:

- if the End User is entitled to automatic compensation under the regulations or the contract, the timeframe and procedures for paying such compensation, specifying that the payment of compensation does not preclude the possibility of seeking compensation for any additional damages suffered through the appropriate channels;

- the contact information the End User may use to request further clarification;

- the actions the End User may take if they find the response unsatisfactory, with a reference to the page on the Service Provider's website where detailed information on the relevant procedures is available, with particular reference to the procedures for initiating the Authority's Conciliation process,

Effective 1st January 2027:

a) in the response to a written complaint regarding the accuracy of the amounts charged on the bill, subject to the provisions set forth above, the outcome of the verification conducted by the Service Provider must be accurately described, with particular emphasis on the details of the calculation performed for any billing adjustment, if due;

b) the response to written requests for information must include the subject line "Response to your request for information" and, in addition to the elements mentioned above, must provide the Service Provider's contact information for any complaints, the maximum response time required by the relevant standard, and the compensation due in the event of a delay.

In the event of multiple complaints, the provisions of the RQSII apply, i.e.:

in the event of a complaint signed by several signatories, the Service Provider will provide a reasoned response to the first signatory whose details are identifiable. The provisions regarding the specific standard mentioned in point 5.3 and the automatic compensation mentioned in point 9 are applied to the first signatory.

Regarding multiple complaints that refer to the same disservice, the Service Provider proceeds as follows:

- a) they must provide an individual reasoned response to each complaint in the event of disservices that affect the reading of billed consumption and of disservices that are not attributable to causes of force majeure or to the liability of third parties with which no specific contractual relationship is held for the supply of goods or services referable to the supply itself; in these cases, the provisions regarding the specific standard mentioned in point 5.3 and the automatic compensation mentioned in point 9 will be applied.

- b) they have the right to reply through the press or, where suitable, by sending a communication to the Mayors of the interested Municipalities, should the multiple complaints refer to the same disservice attributable to causes of force majeure, the liability of third parties with which no specific contractual relationship is held for the supply of goods or services referable to the supply itself, which has generated a number of complaints higher than 0.5% of Users served by the Service Provider, taking into account the complaints received during 10 consecutive working days. In this case, the response provided through the press (at least in a newspaper that is adequately distributed considering the extension of the disservice) and on its website must in any case be provided within no more than 20 working days from the last of the 10 consecutive working days, and for registration purposes it must be considered as a single complaint. In these cases, the provisions regarding automatic compensation mentioned in point 9 are not applied.

At least once a year, the Service Provider prepares and publishes a report on complaints on its website, comparing it with previously collected data and gathering any reports and suggestions aimed at ensuring better service quality. The Service Provider will define a complaint procedure that guarantees the performance of all activities relating to complaints, with a view to continuously improving service quality. This procedure is annexed to this Charter.

6 Management of the contractual relationship

6.1 Billing and meter reading

Staff appointed by the Service Provider perform at least two attempts to read meters for consumption up to 3,000m³/year, and at least three attempts for consumption in excess of 3,000m³/year, thus ensuring Users a meter reading period of no less than what is set forth in the TMSII.

For new supply activations, the Service Provider must make one attempt at collecting the meter reading within six months of the activation date.

The above-mentioned obligations (2/3 attempts at collecting the meter reading per year and 1 attempt at collecting the meter reading only for new activations) are considered fulfilled also when such meter reading is communicated by the User through self-reading and subsequently validated by the Service Provider.

With reference to delivery points equipped with an inaccessible or a partially accessible meter, the Service Provider must make a further attempt at collecting the meter reading (so-called “pass by again”) in the event of at least two consecutive failed attempts – in the absence of valid self-readings starting from the penultimate failed attempt –, at the latest during the month following the month where the second attempt was made, also taking into consideration different time slots from those normally scheduled for the personnel. This further attempt concurs in the calculation of the time distances between attempts at measurement collection.

The obligations to “pass by again” are considered fulfilled in the following cases:

- a) where, in the period since the last failed attempt, the Service Provider acquires and validates a meter reading communicated through self-reading;

Autorità Idrica Toscana

- b) where the Service Provider guarantees, for that End User, a number of attempts to collect the meter reading greater than the minimum number required for the corresponding consumption bracket;
- c) for seasonal Users or other specific types of Users, for whom the probability of failure of the additional reading attempt is high, also based on the Service Provider's experience.

In carrying out the scheduled meter reading collection activities set forth by the TIMSII, the Service Provider must:

- i. provide preliminary information to End Users with inaccessible or partially accessible meters regarding attempts to collect meter readings, informing them of the day and time slot when the personnel responsible for collecting the readings will visit; this communication must be provided at least 48 hours in advance, preferably in a form reserved for the users concerned – by e-mail, SMS, phone call or other means indicated by the User – or, where this is not possible, by other suitable means (e.g. posting of notices, communications in paper form). In the case of remotely read meters, both in remote and semi-remote mode, the preliminary information obligation is automatically fulfilled;
- ii. take charge of the meter reading collected by the End User and made available by the latter, through any specific procedures defined by the Service Provider (e.g. by means of a paper note left near the property);
- iii. adopt procedures that allow the Service Provider to produce evidence, in the event of a dispute, of the measurement expressed by the totaliser collected and used for billing purposes (e.g. through photographic documentation or specific software functionalities in the case of remote collection).

In the event of an unsuccessful reading attempt, the Service Provider is required to leave a paper note informing the user of the impossibility of reading the meter and explaining how to read it themselves.

In line with the values expressed in the introduction regarding innovation and sustainability, the Service Provider takes steps to ensure the increasingly widespread installation of remote reading meters, for the benefit of the service provided to Users.

The User undertakes to allow the Service Provider's staff access to the consumption meter, even at any other time they request it, for any service requirement. In the case of users equipped with remote reading systems, the Service Provider may autonomously measure consumption.

Users are guaranteed the possibility of self-reading through all the channels made available by the Service Provider (e.g. website, service desk, call centre), according to the transmission times communicated by the Service Provider.

The Service Provider provides immediate feedback to the End User on the failure to take charge of the self-reading measurement at the time of communication, in cases where the methods used for such communication are integrated with the Service Provider's information systems.

From 01/01/2023, two new specific standards came into force relating respectively to the minimum annual number of attempts by the Service Provider to collect the measurement and the minimum advance notice period for attempting to collect the measurement from End Users with inaccessible or partially accessible meters, which will result in automatic compensation for the User:

Autorità Idrica Toscana

Indicator	Associated standard
Minimum number of attempts to collect the meter reading	2 for historical consumption \leq 3,000 m ³
	3 for historical consumption $>$ 3,000 m ³
Minimum advance notice period for attempting to collect meter readings from End Users with meters that are inaccessible or partially inaccessible	At least 48 hours

If it is not possible to read the meter, or if the consumption meter is not working properly, preventing the collection of consumption data, the User will be billed based on estimated consumption calculated using the average consumption for the previous year or in accordance with the provisions of TIMSII. Should this not be possible, based on average consumption detected for the same type of user.

The Service Provider may therefore issue advance bills, calculated as indicated above, settlement bills, charging consumption based on actual readings taken from the meter in a given period, or mixed bills, which include both advance and settlement billing methods.

The Service Provider explains clearly in a document, made known to the End User, the calculation methods of the estimated consumption for advance billing.

Once the meter has been read, the amount consumed since the previous reading will be recalculated, with any balance adjusted by applying daily consumption bands (per day).

Without prejudice to the provisions of the law on electronic invoicing, whenever the User has provided the Service Provider with an e-mail or certified e-mail address, the bill is sent to the End User preferentially through this channel, to ensure maximum timeliness and reliability of delivery, as well as for environmental protection purposes. Prior to sending by e-mail, the End User's consent to this method of delivery must be obtained, also for the purposes of privacy legislation.

In the event of rate changes, the rates will be charged on a per day basis from the day they come into effect.

Billing methods must be such as to minimise, over the course of the year, the difference between actual consumption and estimated consumption.

In the case of invoicing amounts relating to consumption dating back more than two years for which the limitation period has expired, the Service Provider is required to provide suitable evidence of the presence of such amounts on the bill, differentiating them from amounts relating to consumption dating back less than two years.

Amounts subject to limitation must also be excluded from any direct debit, postal or credit card payments.

The Service Provider is also required to include an additional cover page with the bill containing:

- a) the following text notice: *"This bill contains amounts for consumption dating back more than two years, which may need to be paid, in accordance with the 2018 Budget Law (Italian Law No. 205/17) as amended by the 2020 Budget Law (Italian Law No. 160/19). We invite you to promptly*

Autorità Idrica Toscana

communicate your intention to object to the limitation period for these amounts, for example by sending the completed form on this page to the contact details below [indicate contact details]."

- b) the amount of the sums subject to limitation;
- c) a section containing a form that the End User can use to raise the objection of limitation; this form must also be available on the Service Provider's website, in printable format, and at any physical service desks in the territory;
- d) the postal address and e-mail address of the Service Provider or an electronic means by which the documents referred to in point (c) above or any text drafted by the End User to object to the limitation period can be sent.

In the case of invoicing amounts relating to consumption dating back more than two years, for which it is considered that the limitation period has not expired due to the alleged existence of impediments under the primary and general legislation of reference, the Service Provider is required to supplement the bill bearing these amounts with an additional initial page containing:

- a) the following text notice: *"The bill contains amounts for consumption dating back more than two years for which it is considered that the two-year limitation period, referred to in the 2018 Budget Law (Italian Law No. 205/17) as amended by the 2020 Budget Law (Italian Law No. 160/19), has not expired, due to impediments under the primary and general regulations of reference.";*
- b) The amounts for consumption dating back more than two years;
- c) the reason for the communication referred to in point (a) above, in accordance with the primary and general regulations of reference, also indicating the regulatory provision that is relevant in this case;
- d) a section indicating the possibility of sending a complaint to the Service Provider, as well as a postal address and e-mail address of the Service Provider or an electronic means through which the complaint can be sent.

In any case, the Service Provider reserves the right to independently waive their right to claim amounts that are subject to the statute of limitations. In this case, the Service Provider is required to provide timely information to the End User, specifying the amount of consumption dating back more than two years. This communication replaces all the information obligations detailed above.

6.1. bis Time for issuing the bill

The time for issuing the bill is the time lapsing between the last day of the reference period of the bill and the day on which it is issued by the Service Provider.

The indicator must also be checked for invoices closing the contractual relationship. In this case, the last day of the bill reference period coincides with the day on which the transfer or deactivation of the supply takes place.

Bill issuing time 45 calendar days

6.1. ter Instalment plan

The bill must indicate the date of issue and the due date, which cannot be less than twenty (20) calendar days from the date of issue of the bill itself.

Autorità Idrica Toscana

The Service Provider is required to guarantee the User the possibility of paying in instalments if the bill issued exceeds 80% of the average charge for bills issued over the last 12 months. In this case, the Service Provider shall grant the End User the option of requesting an instalment plan, with non-cumulative instalments and a frequency corresponding to that of the billing, unless otherwise agreed between the parties.

If the amount of the bill exceeds 150% of the average charge for bills issued over the last twelve months, the billing document must be accompanied by payment slips for the instalment payment of the amount due. If direct debit is set up, the Service Provider will automatically deduct the instalments on the scheduled due dates.

If Users eligible for the national and/or integrative water social bonus request payment by instalments from the Service Provider, the latter must grant this request.

The deadline for submitting a request for payment by instalments by the End User who is entitled to it is set at the tenth calendar day following the due date of the relevant bill.

The amounts relating to instalment payments may be increased by:

- a) deferral interest not exceeding the reference rate set by the European Central Bank;
- b) interest on arrears set forth in current legislation starting only from the expiry date of the deadline set for payment by instalments.

Deferral interest cannot be applied if the threshold of 80% and/or 150% of the average charge for bills issued over the last 12 months is exceeded due to:

- a) prolonged periods of suspension of billing for reasons attributable to the Service Provider;
- b) the presence of high adjustments resulting from meter readings taken less frequently than required by current legislation for reasons attributable to the Service Provider.

6.2. Billing frequency

The Service Provider is required to issue a minimum number of bills per year, differentiated according to average annual consumption over the last three years. The number of bills per year constitutes a specific quality standard and is differentiated as follows:

- a) 2 bills per year, issued every six months, for an average annual consumption of up to 100 m³;
- b) 3 bills per year, issued every four months, for average annual consumption of 101 to 1,000 m³;
- c) 4 bills per year, issued every three months, for an average annual consumption of 1,001 to 3,000 m³;
- d) 6 bills per year, every two months, for average consumption above 3,000 m³.

Autorità Idrica Toscana

To determine the applicable consumption bracket for the application of the preceding paragraph, the average annual consumption of condominium utilities must be calculated by reallocating the total average annual consumption among the underlying residential units.

If data on average annual consumption for the last three years are not available, in order to determine the End User's consumption bracket, the Service Provider shall estimate consumption based on the reference value for the User category to which the End User has been assigned by the Service Provider. The Service Provider is required to determine the coefficient C_a , applicable for the year $(a + 1)$, for each End User once a year by 31 July.

Every two years, the Service Provider reviews the billing frequency associated with each account based on average consumption.

The billing frequency requirement does not apply to:

- a) invoices that reflect recalculations;
- b) the first invoice issued in cases where the supply period begins following activation, transfer, reactivation, or takeover within the month: in such cases, the period billed in the first invoice may be slightly longer or shorter than the pre-established billing cycle;
- c) the final invoice for the contractual relationship if the remaining period to be billed does not align with the pre-established billing cycle.

The User has the right to obtain separate billing for fees due for reasons other than consumption billing (e.g. repair work).

Regarding the integrated social water bonus, the Service Provider will pay it in the first bill issued at the end of the month following the transmission of the list of beneficiaries by the Municipality to the Service Provider. Failure to comply with the above deadlines will result in the automatic payment of compensation of €10, which will be indicated as a separate item on the bill.

6.3. Payment methods and instruments

The Service Provider guarantees the End User at least one free payment method of the bill.

The Service Provider guarantees the End User the widest range of payment methods and places at least the following bill payment methods at the End User's disposal:

- a) cash;
- b) bank cheques or cashier's cheques;
- c) bank card and/or credit card;
- d) direct debit from bank and post office account;

e) postal payment slip;

f) through other methods indicated by the Service Provider on the website www.fiora.it

6.4. Billing adjustments

The billing adjustment period is the time, measured in working days, lapsing between the date of receipt by the Service Provider of the written request for billing adjustment sent by the End User relating to a bill that has already been paid, or for which the possibility of payment in instalments is provided, and the date of crediting of the amount not due, even if different from the one requested. Effective 1st January 2027, the billing adjustment period is the time, measured in business days, between the date the Service Provider receives the written complaint submitted by the End User regarding an invoice that has already been paid, or for which the possibility of payment in instalments is provided, and the date of crediting of the amount not due, even if different from the one requested.

Billing adjustment times 60 working days for crediting.

If the verification shows a credit in favour of the End User, the Service Provider is required to credit the End User by deducting the amount from the first applicable bill. If the amount to be credited exceeds the amount charged on the bill or the date of issue of the bill itself, the credit must be paid to the End User by direct remittance.

In the event of a credit note on the first available bill, the date of issue of the bill containing the credit note shall prevail.

The Service Provider reserves the right to credit the amount due in the first available bill if such amount is less than fifty (50) euros.

6.5 Late payment and arrears

When at least 10 days have passed since the deadline of the bill, and if the bill has not been paid in the meantime or instalments made, the Service Provider sends a friendly reminder to the User. If payment still fails to arrive, after at least 25 days following the deadline of the bill, the Service Provider sends the User the formal notice of default. The Service Provider may not intervene in the supply until at least 40 calendar days have elapsed since the friendly payment reminder.

End Users whose supply cannot be interrupted cannot be suspended nor deactivated.

End Users whose supply cannot be interrupted may be restricted, suspended and/or deactivated only if the Service Provider has given the User formal notice of default and subsequently enforced the security deposit, as well as after the expiry of the final payment deadlines set out in the formal notice of default, i.e. at least 40 calendar days from receipt by the User of the friendly reminder without the latter having regularised the payments or requested payment in instalments.

For residential direct domestic Users, the Service Provider must make an attempt at restriction and, in the event of technical impossibility, must communicate it before proceeding with suspending the service. Suspension may be performed only if arrears are greater than the annual sum for the discounted consumption bracket. Additionally, such users cannot be deactivated except in the event that after the restriction and/or

suspension intervention, the seals or the flow valves have been tampered with, or if the Users have honoured their obligations (referred to the 24 months prior to the date of the formal notice of default) for the recovery of the prior arrears.

If the procedures relative to the management of arrears are not respected, the User has the right to receive the related compensations.

The Service Provider is obliged to guarantee the User in arrears the possibility to request an instalment plan for the amount subject of the formal notice of default having a maximum duration of 12 months, with non-cumulative instalments and a frequency corresponding to that of billing, unless otherwise agreed upon between the parties.

6.6 Identification and management of hidden leaks

The Service Provider undertakes to apply a rate reduction for hidden leaks for which a formal request has been submitted, in accordance with the timetables and procedures set out in the current Regulations.

6.7. Intervention times for meter checking/testing

Intervention times for meter checking/testing is the time lapsing between the date of receipt of the request by the End User and the date of intervention by the Service Provider. In the case of functional testing in a laboratory, this coincides with the replacement of the meter.

In cases where the meter is located in a place that is not accessible to the Service Provider unless the End User is present, given the need for the latter to arrange an appointment with the Service Provider within 10 working days to carry out the testing, the general standard regarding agreed appointments referred to in point 4.2.1 shall apply.

Meter checking/testing 10 working days from request.

In cases where, following testing, the meter is functioning correctly, the Service Provider can charge the intervention costs to the End User, clarifying the amount on the bill, on the website and in the Supply Regulations. Additionally, the Service Provider is obliged to remind the End User of such information during the meter testing request, at least in those cases where the request is sent through a channel that allows immediate notice, such as via phone, the physical service desk and on the online service desk.

6.8. Meter testing results communication time

The meter testing results communication time is the time lapsing between the date of testing at the End User's premises and the date of sending the relative outcome to the End User.

The communication time of the outcome of the meter testing is differentiated based on the need to remove the meter to carry out the testing in a laboratory.

On-site testing communication time 10 working days from testing.

Laboratory testing communication time 30 working days from testing

In the event of the tests mentioned in art. 5, par. 2, of Italian Ministerial Decree 93/17, performed in the presence of both parties, the Service Provider must send a notice to the End User having as object the results

of the test of the measuring instrument pursuant to the standard of this paragraph, which in that case is the time lapsing between the receipt of the outcome transmitted to the Chamber of Commerce and the date the outcome is sent to the End User.

6.9 Meter replacement following a functional testing request

If the test results show that the meter is broken or malfunctioning, the Service Provider replaces it free of charge. The Service Provider informs the End User of the outcome of the testing together with the date on which they intend to replace the meter.

The Service Provider is entitled to replace the meter concurrently with the outcome of the test conducted on it.

Meter replacement time, measured in working days, is the time lapsing between the date the document reporting the result of the testing is dispatched or made available to the applicant, and the date of replacement of the meter.

Meter replacement time 10 working days.

If the meter is in a place that cannot be accessed by the Service Provider without the End User's presence, the Service Provider must indicate a specific appointment, including date and time, in the communication informing the End User of the need to replace the meter, to be agreed upon within 10 working days from the request. If the End User retains that they will probably not be available on the date and at the time indicated, they may agree on another appointment with the Service Provider within five (5) days from the date of receipt of the Service Provider's communication.

The Service Provider reconstructs consumption that has not been measured correctly using estimated consumption (Cs), starting from the date of the last available meter reading.

$$Cs = Ca/365 * Ns$$

Ca: average annual consumption

Ns: time interval in calendar days for which the estimate must be made

The amounts calculated based on the new consumption figures are billed on the first available bill issued after the replacement of the malfunctioning meter.

Effective 1st January 2027, in the event of a meter replacement carried out automatically by the Service Provider due to a meter that is inactive, illegible, defective, or obsolete, or in the event of a meter replacement campaign, the Service Provider is required to provide the User, upon request, with a copy of the service report, which must include the reason for the replacement, the old and new serial numbers of the installed meter, and the reading of the replaced meter. If the User requests this in writing, the Service Provider is required to comply with the specific standard applicable at the time for responding to written requests for information.

6.10 Intervention times for pressure level testing

Intervention time for pressure level testing is the time lapsing between the date of receipt of the request by the End User and the date of intervention by the Service Provider.

Should the pressure level testing last for at least two days, the starting date of the testing shall be considered as the intervention date by the Service Provider.

In cases where, following testing, the pressure level is found to be normal, the Service Provider may charge the End User for the costs of the intervention, specifying the amount on the bill, in the Supply Regulations, and on the website. The Service Provider is also required to remind the End User of this information when requesting a pressure level testing, at least in those cases where the request is sent through a channel that allows immediate notice, such as via phone, the physical service desk, and the online service desk.

Pressure level testing time 10 working days from request.

6.11. Pressure level testing outcome communication time

The pressure level testing outcome communication time is the time lapsing between the date of testing at the End User's premises and the date of sending the relative outcome to the End User.

Should the pressure level testing last for at least two days, the date of testing at the End User's premises is considered to be the date of completion of the testing itself.

Pressure level testing outcome communication time 10 working days from testing.

If the test results show that the pressure value is not included in the limits set forth by the law, the Service Provider must identify the reason for this and notify the User of this situation and of any possible interventions. However, until the investments envisaged in the Territorial Plan have been fully implemented, the Service Provider may not be able to guarantee minimum pressure and flow rates everywhere and at all times.

The Service Provider must in any case communicate the test results to the User in writing within 10 working days from the test.

7 Service continuity

The quality service standards of this chapter regard service continuity and regularity and as such concern the operation of the systems and networks.

In accordance with the RQTI [Regulations of the Technical Quality of the Integrated Water Service], the following specific standards have been identified for the water service:

Autorità Idrica Toscana

Maximum duration of the single scheduled suspension, is the time, measured in hours, lapsing between the moment in which a single scheduled interruption occurs and the moment in which the supply is restored for each End User involved.

Maximum time for activation of the emergency replacement services in the event of suspension of the drinking water service, is the time, measured in hours, lapsing between the moment in which the single interruption (scheduled or unscheduled) occurs and the moment in which the emergency replacement service is activated, for each End User involved.

Minimum advance notice time for scheduled interventions that entail suspension of the supply, is the time, measured in hours, lapsing between the moment in which each End User is notified and the moment in which the single interruption of the supply indicated in the advance notice occurs.

Maximum duration of the single scheduled suspension. 24 hours

Maximum time beyond which the emergency replacement service in the event of suspension (scheduled or unscheduled) of the drinking water supply service must be activated. 24 hours

Minimum advance notice time for scheduled interventions with suspension of supply 48 hours

7.1 Continuity and emergency service

The Service Provider must deliver ongoing and regular services, without interruptions. Service interruptions may only be ascribable to causes of force majeure, breakdown or maintenance necessary for the correct operation of the systems used and for ensuring service quality and safety. In the event of scheduled maintenance, the User must be given suitable and prompt information as set forth below.

Should this occur, the Service Provider undertakes to limit downtime to the minimum necessary, always in line with the technical problems that have arisen.

If, for the reasons outlined above, there are shortages or suspensions of the drinking water service for a period exceeding 24 hours, the Service Provider is required to activate the emergency replacement service.

7.2 Advance notice time for scheduled interventions

In the event of scheduled interruptions in the supply of water services, the company must notify Users at least 48 hours in advance. The notice must contain the duration of the interruption and indications as to when the service will be restored.

Through suitable means of communication (web, newspapers, press releases, notices at municipal administrations, etc.), the Service Provider must inform users at least two days in advance of the planned intervention and its effects.

7.3 Duration of scheduled interruptions

Scheduled interruptions for the water service cannot last more than 24 hrs.

7.4 Emergency assistance

The Service Providers communicate the availability of emergency assistance services and related access to these services in all periods of the year and of the day.

The Service Provider is suitably organised to address repairs or scheduled maintenance and respects the following minimum levels:

- Availability service (free-phone number from landline and mobile 800 356935), available 24/7, allowing it to receive warnings or reports promptly;

The time of arrival at the location of the call is regarded as the time – measured in minutes with rounding off to the next higher minute – lapsing between the start of the conversation with the emergency assistance switchboard operator or with the emergency assistance operator and the arrival of the emergency assistance personnel appointed by the Service Provider at the location of the call.

There is a general standard associated with the arrival time at the scene of an emergency call, which applies to reports relating to the following hazardous situations:

- a) copious water leaks, even minor ones with the risk of freezing;
- b) alteration of the potability characteristics of the water distributed;
- c) failure or blockage of pipes or sewerage systems;
- d) start of cleaning and flushing operations following flooding and backflow.

The first intervention is set at 2 hours in the event of reports from Public Authorities and at 3 hours in other cases.

If, following the occurrence of hazardous situations, the Service Provider receives multiple reports simultaneously, resulting in an increase in response times, the Service Provider must take action and provide the Users concerned with initial instructions on how to behave, including with the assistance of technical personnel.

Notwithstanding the obligation to secure the premises, the Service Provider is required – if the situation is not deemed hazardous or if the team's initial response is not successful – to schedule the same intervention based on the results of the assessment conducted, in a manner that does not compromise the continuity of service.

8 Information to Users

8.1 Access to documentation held by the Service Provider

Users have the right to access the information, documents and deeds held by the IWS Service Provider concerning them.

The right of access is exercised in the manner governed by Italian Law No. 241 of 7 August 1990. Specifically, Users have the right to examine documents or deeds regarding them and to extract a copy of such documents or deeds, subject to the reimbursement of reproduction costs.

The request for access must be reasoned and addressed to the Service Provider, who has 30 days' time to respond.

The User must report to the Tuscan Water Authority the Service Provider's refusal or failure to reply over the subsequent 30 days.

To ensure that Users receive continuous information about how services are provided and about the corporate procedures and initiatives that may be of interest to them, the Service Provider uses the following instruments (among others):

- Internet;
- information office;
- consumer associations;
- bills;
- information media (TV, press);
- information leaflets to be handed out also to consumer associations;
- promotional campaigns;
- visits to company facilities.

Using these instruments, the Service Provider undertakes to:

- a) promote communication channels to allow contact with Users;
- b) stimulate the use of Certified Electronic Emails between Consumer Associations and Service Providers;
- c) disseminate the Service Charter;
- d) deliver, at the request of Users, a copy of the Charter and of the Integrated Water Service Regulations, containing the main service supply conditions and rules regulating the relationship between the parties;

Autorità Idrica Toscana

- e) bring the changes made to this Charter and to the Integrated Water Service Regulations to the attention of Users;
- f) set up a consulting service for Users to provide information about the User Contracts in force and, in general, about the commercial aspects of the service (completion of the Contract, transfers, bills, connections). The service may be accessed personally, by phone or in writing. The service is provided through the dedicated service desks and call centres;
- e) carry out information and awareness-raising campaigns on water issues;
- f) provide information about activities, news and events that Users should become promptly aware of;
- i) inform Users about compliance of the water supplied with current legal standards, and disclose the indicative characteristic values of the following parameters related to the water delivered as set forth in Article 18 of Italian Legislative Decree No. 18 of 2023 and also in Article 7 of Annex A to ARERA Resolution No. 586/2012/R/idr, as subsequently amended and supplemented.
-
- j) provide information about how to bill payment and meter reading procedures. To help plan family expenditure, the Service Provider will provide – on a yearly basis and on a case-to-case basis – a timetable of the deadlines of the bills as well as information about possible instalment payments;
- k) provide information about the composition and variation of the rate and about rate variations;
- l) annually include information on the bill about meter and pressure testing costs applied by the Service Provider;
- m) provide information about the procedures for submitting complaints;
- n) draw up procedures for measuring and reporting consumption with a view to suggesting improvements to Users on the technical-contractual use of the service;
- o) inform users in writing on the results of the tests conducted on meters and on the pressure level in pipes;
- p) periodically disclose the main qualitative and quantitative data on the service delivered;
- q) perform periodical surveys to assess the effectiveness of the information provided and the communications made, and to understand Users' further needs in this field;
- r) disclose to Users the content of the "Report on service quality and on assessment of User satisfaction levels" and the results achieved during the previous financial year as per point 8.3;
- s) inform Users, with adequate advance notice, of the measures adopted to address situations of water crises due to the scarcity of water and to qualitative crisis;

- t) inform Users about the performance of the sewerage and water treatment service; specifically, provide information about the use factors of the water treatment systems, discharge limits, quality characteristics of the treated effluent, and the quality and final destination of the treatment sludge;
- u) inform Users, at their specific request, about the effects borne by the receiving water body determined by the treated effluent, also in consideration of the use factors of the systems.

8.2 Privacy policy of the Service Provider.

Fiora SpA, with registered office in Via Mameli No. 10, Grosseto,[Italy], in its capacity as Data Controller, informs that personal data will be processed in compliance with the provisions of Regulation (EU) 2016/679 (the European General Data Protection Regulation, 'GDPR') for the purposes and in the manner described in the respective privacy notices, prepared pursuant to Articles 13 and 14 of the GDPR, available at the following link: <https://www.fiora.it/informativa-privacy.html#AF>.

8.3 Assessment of Users' level of satisfaction

The Service Provider carries out yearly surveys on Users' level of satisfaction to monitor the application of the Service Charter and to improve the quality levels of the services provided.

Based on the surveys, the Service Provider undertakes to draw up a yearly "Report on service quality and on the assessment of User satisfaction levels" within the month of May and to submit it to the Tuscan Water Authority.

The Authority will be responsible for presenting the results of the individual reports in aggregate form to Consumer Associations.

8.4. Rules regulating strikes in the Integrated Water Service.

The Service Provider, in compliance with the right to strike and in relation to the nature of the service and to the protection of system integrity, undertakes to guarantee the necessary services in accordance with the rules regulating the right to strike in essential public services pursuant to regulations in force at the time.

9 Compensation to Users

The Charter sets the general and specific service quality standards that the Service Provider undertakes to observe, as per paragraph 4. In the event of non-compliance with the specific standards due to reasons attributable to the Service Provider and not included in the circumstances referred to in art. 9.1 letters A and B, Users have the right to automatic and fixed compensation.

The standards subject to automatic reimbursement regard non-compliance with timeframes regarding:

Autorità Idrica Toscana

1. cost estimates (for water and sewerage connections, for works, and which can be standardised)
2. connections to water and sewerage systems involving the performance of simple works
3. performance of simple water and sewerage works
4. supply activation and reactivation
5. supply reactivation (following deactivation due to arrears)
6. supply disconnection
7. transfer
8. time slot of scheduled appointments
9. response to written requests (for information)
10. response to complaints
11. bill issuing
12. billing frequency
13. minimum number of attempts to collect the measurement
14. minimum advance notice for meter reading attempts for End Users with inaccessible or partially accessible meters
15. non-payment of the integrated social water bonus;
16. erroneous suspension or disconnection of a User whose supply cannot be interrupted;
17. erroneous suspension of a residential domestic User;
18. erroneous restriction, suspension or disconnection in the absence of a formal notice of default;
19. erroneous restriction, suspension, or disconnection despite the communication that payment was made;
20. advance restriction, suspension or disconnection compared to the period indicated in the formal notice of arrears;
21. erroneous restriction, suspension or disconnection if the User has requested instalments;
22. friendly reminder not sent;
23. billing adjustments upon written request by the User for bills already paid or for bills that can be paid in instalments;
24. meter checking/testing (intervention, communication of results, device replacement)

Autorità Idrica Toscana

25. pressure level testing (intervention, communication of results)
26. Maximum duration of the single scheduled suspension
27. Maximum time for the activation of the emergency replacement service
28. Minimum advance notice time for scheduled interventions
29. Maximum time for the appointment with the service desk.

In the event of failure to comply with specific quality standards, the Service Provider shall pay the End User, on the first applicable billing date, an automatic compensation of €30 (€10 for standards 15, 20, 21, 22), which may be increased by two- or three-fold in proportion to the time taken to perform the service compared to the standard time (e.g., if the service is performed within twice the expected standard, the compensation is doubled). The increase in compensation does not apply to the appointment time slot, billing frequency, failure to pay the integrated water bonus, and to standards relating to arrears.

For the SP indicator relating to the minimum advance notice for meter reading attempts for Users with meters that are inaccessible or partially inaccessible (SP = 48 hours), the following incremental compensation criterion applies:

- Advance notice time ≥ 48 hours: no compensation
- $24 \text{ hours} \leq \text{Advance notice time} < 48 \text{ hours}$: compensation of 30 euros
- $16 \text{ hours} \leq \text{Advance notice time} < 24 \text{ hours}$: compensation of 60 euros
- Advance notice time < 16 hours, or lack of advance notice: compensation of 90 euros.

Regarding the minimum number of reading attempts divided in indicators SR1 and SR2, the incremental compensation mechanism is as follows.

For End Users with average annual consumption of up to 3000 m³ (SR1 = 2):

if the number of meter reading attempts during the year = 1: compensation of 30 euros

if the number of meter reading attempts during the year = 0: compensation of 60 euros

For End Users with average annual consumption greater than 3000 m³ (SR2 = 3):

if the number of meter reading attempts during the year = 2: compensation of 30 euros

if the number of meter reading attempts during the year = 1: compensation of 60 euros

if the number of meter reading attempts during the year = 0: compensation of 90 euros

For the standard referred to in point 28 (Advance notice of scheduled service interruption), the incremental mechanism in question will be applied as follows:

- advance notice time between 24 hours and < 48 hours: compensation of € 30

- advance notice time between 16 hours and < 24 hours: double compensation (€ 30)

- advance notice time < 16 hours or lack of notice: triple compensation (€ 90)

Autorità Idrica Toscana

In the event of failure to comply with the standards set out in points 26, 27, and 28 above, the number of Users eligible for compensation will also be determined on the basis of mathematical models used by the Service Provider, and compensation will be paid to End Users (including indirect users) who have an active account at the time of the disservice.

9.1. Causes for failure to comply with specific and general quality standards

Causes for failure to comply with specific and general quality standards are classified as follows:

- a) causes of force majeure, meant as acts by public authorities, exceptional natural events for which the competent authorities have declared a state of disaster, strikes called without the advance notice set forth by the law, failure to obtain the issuing of permits;
- b) causes attributable to the End User, including inaccessibility to the meter, or to third parties, i.e. damages or impediments caused by third parties;
- c) causes attributable to the Service Provider, meant as all other causes not indicated in the previous letters a) and b)

The Service Provider is not required to pay automatic compensation:

- for failure to comply the specific quality standards is attributable to causes a) and b) above;
- until 31 December 2026, when the End User has already received a compensation during the calendar year (two compensations in the event of service continuity standards) for lack of compliance with the specific level. Effective 1 January 2027, the Service Provider is not required to pay the automatic compensation if compensation has already been paid in the same year for failure to comply with the specific standard regarding the maximum response time to a written complaint concerning the same issue;
- in the event of complaints or other notifications for which it is not possible to identify the End User because these do not contain the minimum information set forth in the Complaints procedure, annexed to this Charter.

The Service Provider, in cases where the User is in arrears, suspends payment of the automatic compensation until payment of the amounts due is received.

9.2. Automatic compensation payment modes

Compensation, where not excluded pursuant to paragraph 9.1, shall be paid to the User through deduction from the amount charged in the first applicable bill. If the amount of the first bill charged to the End User is less than the amount of the automatic compensation, the bill must show a credit in favour of the End User, which must be deducted from the next bill or paid by direct remittance.

The compensation must in any case be paid within 180 calendar days of the formation of the obligation

Autorità Idrica Toscana

on the part of the Service Provider to provide the service subject to a specific standard pursuant to this charter.

The reason for the deduction must be clearly indicated on the bill as compensation for failure to comply with the specific quality levels indicated in the Service Charter. The same document must indicate that the payment of compensation does not exclude the possibility for the User to claim, in the relative forums, compensation for any further damage suffered.

In the event of arrears, the time is calculated from the moment the User in arrears has paid the amounts due.

In the event of condominium users, regarding service continuity standards (duration of suspension, replacement service activation and advance notice), automatic compensation is calculated for each indirect User covered by the supply contract.

For service continuity standards, compensation is suspended, on an exceptional basis, only subject to authorization by the National Authority (ARERA), following a reasoned and documented request by the competent local management authority (EGA) (Tuscan Water Authority), which the Service Provider has contacted.

In cases where no compensation is set forth, the User who feels the Service Charter has not been complied with can always recur to the Complaints procedure, annexed to this charter.

10. Additional protective measures

A) If the User is not satisfied with the outcome of a complaint submitted to the Service Provider, they may resort to the conciliation procedures governed by the “Regulations on conciliation in the integrated water service.”

For further information, visit the Service Provider’s website www.fiora.it.

Additionally, the Service Provider indicates further modes to activate out-of-court dispute resolution bodies and the contact details of the Energy and Environment Consumer Service Desk.

The dispute resolution procedures must be clearly stated and easily accessible on the Service Provider’s website and must also be included in the supply contracts.

B) Regional Regulations of the Tuscan Water Authority (AIT) for the implementation of social tariff concessions for the Integrated Water Service (SW.S.I.)

For further information, visit the website of the Tuscan Water Authority (Autorità Idrica Toscana) www.autoritaidrica.toscana.it or of your Municipality.

C) Social water bonus for economically disadvantaged domestic users provided for by ARERA (dall’Autorità di Regolazione per Energia Reti e Ambiente – the Italian Regulatory Authority). For further information, visit the website: www.arera.it.