



PRESS RELEASE

News Media Italy

T +39 06 8305 5699
ufficiostampa@enel.com
gnm@enel.com

enel.com

SERVIZIO ELETTRICO NAZIONALE: AGREEMENT WITH CONSUMERS TO PAY ELECTRICITY BILLS IN INSTALMENTS FOR UP TO 12 MONTHS

Rome, February 28th, 2022 – An agreement was signed between Italy's National Electricity Service (Servizio Elettrico Nazionale, or SEN) and consumer associations to offer domestic customers the chance to activate an instalment plan of up to 12 months to pay their bills, with a fixed rate, no down payment and no minimum instalment, regardless of the amount of the bill. All this is done without the application of interest on arrears or deferment interest.

In view of the difficulties that some households may encounter in meeting the payment of their bills, SEN and the Associations recognized by Italy's Ministry of Economic Development – the National Council for Consumers and Users (Acu), Adiconsum, Adoc, Adusbef, Altroconsumo, Associazione Utenti dei servizi Radiotelevisivi, Asso-consum, Assoutenti, Casa del Consumatore, Cittadinanzattiva, Codacons, Codici, Centro Tutela Consumatori e Utenti Alto Adige (CTCU), Confconsumatori, Federconsumatori, Lega Consumatori, Movimento Consumatori, Movimento Difesa del cittadino (MDC), Unione Difesa Consumatori (U.di.Con.), Unione Nazionale consumatori (UNC) – have come to an agreement to identify a solution to meet the concrete need for consumers to pay their bills.

“As a result of the invaluable discussion with the Consumer Associations, Servizio Elettrico Nazionale identified some concrete measures that will help our customers to cope with the current situation,” said **Filippo Ruggiero**, Head of Market Operations at Enel.

Domestic customers can apply for these instalment terms on all 2022 invoices issued until April 30th, without having to wait for the due date.

Customers of SEN may adhere to these conditions by accessing the customer area of the website servizioelettriconazionale.it or by calling the toll-free number **800.900.800**.

Servizio Elettrico Nazionale and the Consumers' Associations also set up a round table to discuss issues related to high energy prices. The Associations will be able to support households interested in the payment instalment plan also through the channels dedicated to them by SEN.