

PRESS RELEASE

## **Water: international conference in Lisbon on tariffs sustainability**

Milan, 15 March 2019 - The member of ARERA's Board, Andrea Guerrini, as President of WAREG, the European Water Regulators, participated in the annual conference of the series Waste Water International Conferences, which ended today in Lisbon and this year focused on tariffs sustainability of water services. The event aimed at promoting dialogue among regulators, stakeholders and academic world with respect to the sustainability of tariffs from a financial, social and environmental perspective. During the conference it emerged how the European framework on the water service in terms of social sustainability and aid to vulnerable groups presents broad elements of heterogeneity. In some countries for example there is no clear distinction between vulnerable customers, who are not able to pay, and customers who are not willing to pay. In the same way supply disconnection rules can be applied with no distinction between the two categories of customers.

With his speech Guerrini also illustrated the positive Italian experience with regard to tariff concessions (defined by the ARERA on the basis of the framework of primary norms and government decrees), which are widely protective of vulnerable groups. In Italy, in fact, vulnerable customers are guaranteed a supply of 50 litres per inhabitant per day for free, also offered at a discounted rate to other categories of users. The topics that emerged included the promotion of new solutions to improve the national system of protections and the introduction of automated procedures to receive bonuses.