

Service Agreement

CONTRACT HOLDER		
Area/Consumer No.:	VAT No.:	
Name:		
Address:		
Zip Code:	Town:	
Citizen Card/ ID No.:	Expiry Date:	Place of Issue:
Title of the Holder*:		
Telephone:	Email:	

CORRESPONDENCE ADDRESS	
Name:	
Address:	
Town:	Parish:
Zip Code:	

WATER SUPPLY CONTRACT: Provisional Final

The person identified above as the applicant, enters in agreement with the Municipality of Arganil, for a renewable successive period of one month, purposes _____, the respective prices of use**:

Water Supply Wastewater Sanitation; Solid Waste Collection;

Subject to the prices and conditions legally established and to be established, to be deployed in, _____ in the town of _____, Parish of _____, Zip Code of fulfillment _____ - _____ - _____.

PAYMENT REQUEST VIA BANK TRANSFER
Account Holder:
IBAN:
Bank Entity:

Arganil, ____ of _____ of 20 ____

By signing this Agreement, I undertake to read the attached document and to comply with the general conditions set forth therein.

The Applicant

TO BE FILLED IN BY THE SERVICES

DOCUMENTS SUBMITTED	
	Authorization for Construction Works No.: _____, which ends in:
	Authorization for Use no.:
	Lease agreement registered in the tax office in:
	Deed of Purchase / Purchase and Sale Agreement / Certificate from the Registry Office
	Cadastral Register No.
	Other:

ENTRY			INFORMATION OF SERVICES	ORDER / DECISION
			Type of Contract:	
Request No.			_____	
Date			_____	
Contract No.:			_____	_____

* Owner / Tenant / User / Other

** Indicate only the service to be used for the required place of fulfillment

The Employee

ANNEX

GENERAL CONDITIONS AND PRICING

SUPPLY AND DISTRIBUTION OF WATER AND SANITATION OF WASTEWATER

The information listed in the following clauses does not waive the close reading of the Regulations of the Water and Wastewater Sanitation Supply / Distribution System of the Municipality of Arganil (Regulation no. 702/2019, published in the II Series of the Official Gazette, no. 170, of 5 September 2019).

Clause I - Managing Entity

1 - The managing entity of the public system is the Municipality of Arganil.

2 - It is up to the managing entity:

- a) To supply drinking water for domestic, commercial and industrial consumption to all buildings situated in the geographical area of the municipality, served by the public distribution system;
- b) To take responsibility for the planning, construction, operation and maintenance of water supply and wastewater sanitation systems;
- c) To assure the maximum benefit of the public water supply and wastewater sanitation service;
- d) To establish an overall relationship with users that respects the guiding principles of the public service provision;
- e) To enforce the provisions of the Municipal Regulations in force, as well as all legislation on these matters;
- f) To maintain the system in good working order and condition;
- g) To subject the system components, before being put into force, to tests to ensure that the work carried out is perfect;
- h) To ensure the continuity of service, except in case of scheduled works or unforeseen circumstances, when immediate measures must be taken to deal with that situation and, in any event, with an obligation to warn users;
- i) To promote the installation, replacement or renewal of connecting lines;
- j) To establish outdoor plumbing, which shall become its property.

Clause II - Rights and duties of users

1. In particular, users shall benefit from the following rights:

- a) The proper overall functioning of water supply and wastewater sanitation systems;
- b) The preservation of safety and public health;
- c) Information on all aspects of the public water supply and wastewater sanitation service and the data essential for the proper execution of projects and works on land sanitation systems;
- d) To request inspections;
- e) To complain about the acts and omissions of the Municipality of Arganil that may prejudice their legally protected rights or interests.

2. Users have the following duties:

- a) To comply with the provisions of the Municipal Regulations in force and complementary rules, to the extent applicable to them, and comply with the instructions and recommendations of the Municipality of Arganil;
- b) To make proper use of building sanitation systems;
- c) To keep sanitary appliances and devices in good working order;
- d) To not make connections to the wastewater sanitation system without prior authorization from the Municipality of Arganil;
- e) To not change the connecting branch;
- f) To not misuse the water supply and wastewater sanitation systems, nor damage any of their component parts;
- g) To notify the Municipality of Arganil of any malfunctions related to the water distribution and wastewater sanitation system;
- h) To pay on time and in full the sums due for the provision of contracted services;
- i) To cooperate with the Municipality of Arganil to ensure the proper functioning of water supply and wastewater sanitation systems;
- j) To notify the Municipality of Arganil at least five business days in advance of the date on which the user definitively leaves their home. Failure to comply with this obligation implies in the user's responsibility for any resulting charges;
- l) To comply with the provisions of the Municipal Regulations in force.

Clause III – Continuity of the service

1 - The public water distribution and wastewater sanitation systems are in service without interruption, except in fortuitous and force majeure cases, such as malfunctions, accidents, obstruction, leakage, power outages or remodeling in any body of the system.

2 - Network users shall not be entitled to receive any compensation for damage or inconvenience resulting from deficiencies or interruptions in public water distribution and wastewater sanitation systems, due to force majeure and also due to carelessness, defects or malfunctions in private facilities.

3 - In the case of works on public water distribution and wastewater sanitation systems, which are not urgent and imply service interruptions, the Municipality of Arganil will, whenever possible, give prior and public notice to the users of the systems in question.

4 - It is up to the users to take, in all cases, the necessary measures to mitigate, eliminate or avoid disturbances, emerging damages or accidents during the execution of the works, so that they can be carried out in good conditions and as quickly as possible.

Clause IV – Termination of contract

1 - The termination of the contract must be notified to the Municipality of Arganil at least five business days before the respective effective date.

2 - The non-compliance of the obligation to pay the invoicing of the service provided under this contract will imply the termination of the contract.

Clause V – Meters

The meters are installed in a location chosen by the services of the Municipality of Arganil, accessible to an easy and regular reading, with adequate protection for their efficient maintenance and normal operation, complying with the conditions set forth by the Municipal Regulations in force, and may not be changed in any circumstances by the consumer.

Clause VI – Suspension of water supply

The water supply may be suspended in the cases expressly foreseen in the Municipal Regulations in force.

Clause VII – Prices, invoicing and payments

The invoicing and payment conditions for the services contracted herein, as well as the respective prices charged, are those laid down in the Municipal Regulations in force and included in the attached price list.

URBAN SOLID WASTE

All users of the Municipality of Arganil, producers or holders of waste, are covered by the Urban Solid Waste Management System, as defined in the Regulation of the Urban Waste Management Service of the Municipality of Arganil (Regulation no. 702/2019, published in the II Series of the Official Gazette, no. 170, of 5 September 2019), and must comply with the regulations contained therein and pay the costs listed in the attached price list.

NOTE: Price List and General Conditions attached.

PRICE LIST AND GENERAL CONDITIONS

WATER RATES	
Fixed Rate	€/day
Domestic	
Up to 25 mm	0,0667
Over 25 mm	Non-domestic fixed Rate
Non-domestic	
1 st Level – Up to 20 mm	0,0893
2 nd Level - Over 20 mm and up to 30 mm	0,1340
3 rd Level - Over 30 mm and up to 50 mm	0,4020
4 th Level - Over 50 mm and up to 100 mm	1,1135
5 th Level - Over 100 mm	1,3362
Social Rate	
Domestic users in a situation of proven financial need	Exempt

Variable Rate	€/m³
Domestic	
1 st Echelon - 0 to 5 m ³	0,4500
2 nd Echelon - 6 to 15 m ³	0,7515
3 rd Echelon - 16 to 25 m ³	1,8788
4 th Echelon - ≥ 26 m ³	3,7575
Non-domestic	
Non-domestic End-Users	1,8788
Special Rates	
Social Rate	
Domestic users in a situation of proven financial need	
1 st Echelon - 0 to 15 m ³	0,4500
2 nd Echelon - ≥ 16 m ³	1,8788
IPSS, Non-profit NGO and others of recognized public utility	0,7515
Rate for Large Families	
5 Members	
1 st Echelon – 0 to 8 m ³	0,4500
2 nd Echelon - 9 to 15 m ³	0,7515
3 rd Echelon - 16 to 25 m ³	1,8788
4 th Echelon - ≥ 26 m ³	3,7575
6 Members	
1 st Echelon - 0 to 11 m ³	0,4500
2 nd Echelon - 12 to 15 m ³	0,7515
3 rd Echelon - 16 to 25 m ³	1,8788
4 th Echelon - ≥ 26 m ³	3,7575
7 Members	
1 st Echelon - 0 to 14 m ³	0,4500
2 nd Echelon - 15 to 25 m ³	0,7515
3 rd Echelon - 26 to 35 m ³	1,8788
4 th Echelon - ≥ 36 m ³	3,7575
8 Members	
1 st Echelon - 0 to 17 m ³	0,4500

SANITATION RATES	
Fixed Rate	€/day
Domestic	0,0500
Non-domestic	0,0700
Social Rate	
Domestic users in a situation of proven financial need	Exempt
IPSS, Non-profit NGO and others of recognized public utility	0,0500

Variable Rate	€/m³
Domestic	
1 st Echelon - 0 to 5 m ³	0,3240
2 nd Echelon - 6 to 15 m ³	0,5411
3 rd Echelon - 16 to 25 m ³	1,3527
4 th Echelon - ≥ 26 m ³	2,7054
Non-domestic	
Non-domestic End-Users	1,5030
Social Rate	
Domestic users in a situation of proven financial need	0,3240
IPSS, Non-profit NGO and others of recognized public utility	0,3240
Rate for Large Families	
5 or more family members	
5 Members	
1 st Echelon - 0 to 8 m ³	0,3240
2 nd Echelon - 9 to 15 m ³	0,5411
3 rd Echelon - 16 to 25 m ³	1,3527
4 th Echelon - ≥ 26 m ³	2,7054
6 Members	
1 st Echelon - 0 to 11 m ³	0,3240
2 nd Echelon - 12 to 15 m ³	0,5411
3 rd Echelon - 16 to 25 m ³	1,3527
4 th Echelon - ≥ 26 m ³	2,7054
7 Members	
1 st Echelon - 0 to 14 m ³	0,3240
2 nd Echelon - 15 to 25 m ³	0,5411
3 rd Echelon - 26 to 35 m ³	1,3527
4 th Echelon - ≥ 36 m ³	2,7054
8 Members	
1 st Echelon - 0 to 17 m ³	0,3240
2 nd Echelon - 18 to 25 m ³	0,5411
3 rd Echelon - 26 to 35 m ³	1,3527
4 th Echelon - ≥ 36 m ³	2,7054
9 or + Members	
1 st Echelon - 0 to 20 m ³	0,3240
2 nd Echelon - 21 to 25 m ³	0,5411
3 rd Echelon - 26 to 35 m ³	1,3527
4 th Echelon - ≥ 36 m ³	2,7054
TRH (Water Resource Rate)	0,0115

2 nd Echelon - 18 to 25 m ³	0,7515
3 rd Echelon - 26 to 35 m ³	1,8788
4 th Echelon - ≥ 36 m ³	3,7575
9 or + Members	
1 st Echelon - 0 to 20 m ³	0,4500
2 nd Echelon - 21 to 25 m ³	0,7515
3 rd Echelon - 26 to 35 m ³	1,8788
4 th Echelon - ≥ 36 m ³	3,7575
TRH (Water Resources Fee)	0,0400

AUXILIARY WATER SUPPLY SERVICES	
Execution of home branches up to 20 m	Exempt
Execution of home branches over 20 m (plus per meter)	30,00
Execution of inspections and tests to building systems at the request of users	30,05
Suspension and resumption of service at the request of the user	17,49
Resumption of the connection of service due to non-compliance of the user	22,33
Unscheduled measurement of meter at the request of the user	92,00
Change of the meter's location at the user's request	95,00
Information on the public supply system in location plants	30,00
Detection of malfunctions in the plumbing systems	38,68
Unscheduled reading of water consumption resulting from the user's request	16,33
Temporary connection to the public system, namely for supplying shipyards, works and areas of temporary population concentration, such as fairs, festivals and exhibits.	28,83
Prior notice of service suspension	2,65

AUXILIARY SANITATION SERVICES	
Execution of sanitation branches up to 20 m	Exempt
Execution of sanitation branches over 20 m (plus per meter)	30,00
Cleaning of private pits (1 st visit)	31,53
Cleaning of private pits (for each additional visit)	24,73
Cleaning of private collectors	31,53
Information on the public sanitation system in location plants	33,87
Authorization for discharge of wastewater, industrial after pre-treatment.	236,72

URBAN WASTE RATES	
Availability Rate	€/day
Domestic	0,0416
Non-domestic	0,0625
Social Rate	
Domestic users in a situation of proven financial need	Exempt
IPSS, Non-profit NGO and others of recognized public utility	0,0416

Variable Rate	€/ m³
Domestic	0,3000
Non-domestic	0,4500
Social Rate	
IPSS, Non-profit NGO and others of recognized public utility	0,3000
TGR (Waste Management Fee)	0,0313

AUXILIARY SERVICES FOR URBAN WASTE	
Deposit of construction and demolition waste (up to 5 m ³)	Exempt
Deposit of construction and demolition waste (over 5 m ³ , for each m ³)	73,08
Suspension of the waste management service	30,00
Second notice for payment.	2,65

VAT is added to the values presented at the legal rate in force, when applicable.

Note - The values in the present Rate are in accordance with the Regulation of the Water and Wastewater Sanitation Supply/Distribution System of the Municipality and the Municipality's Urban Waste Regulation

In force from 20/09/2019