☐ Written complaint (1)

☐ Written request for information (2)

Name and Surname / Company Name \* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supply address \* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Municipality \* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Postcode \* \_\_\_\_\_\_\_\_\_\_\_ Province \*\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Tel: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fax: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Redelivery Point (PdR) reference \*: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(14-digit numerical code shown on the bill)

Reply address (mandatory if different from the supply address):

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\* Mandatory fields

**Subject of the request for information / complaint (tick one or more boxes)**

☐ Customer courtesy ☐ Appointment punctuality

☐ Commercial call center ☐ Notice / duration of scheduled suspensions

☐ Quote for simple / complex works ☐ Meter check

☐ Performance of simple / complex works ☐ Supply pressure check

☐ Supply activation ☐ Emergency services

☐ Supply deactivation ☐ Reply to complaint / request for information

☐ Automatic compensation ☐ Meter reading

☐ Volume reconstruction ☐ Meter replacement

☐ Gas bonus

☐ Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Reports the following:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Pending a response within the time limit envisaged by the provisions of the Regulatory Authority for Energy, Networks and the Environment (3), I hereby authorise, pursuant to and in accordance with European Regulation 2016/679 in force since 25 May 2018 and other regulations in force, the processing of my personal data for purposes related to the handling of this written complaint / request for information.

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Legible signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(1) “Written complaint” refers to all written communications sent to the distribution company, also electronically, in which the applicant expresses complaints about the inconsistency of the natural gas distribution service provided with one or more requirements defined by laws or administrative provisions, service regulations, or about any other aspects relating to the relationship between the company and the applicant;

(2) “Written request for information” refers to all written communications sent to the distribution company, also electronically, in which the applicant requests information about the natural gas distribution service not related to a perceived problem;

(3) Standard defined for responses to written complaints / written requests for information: 30 calendar days between the receipt of the written complaint / written request for information and the response from the operator.