Enel Energia for

No power or gas?

failure, you will immediately receive information on any widespread failures or planned interruptions affecting the supply and you will be guided by interactive support in verifying potential problems on the system. Select the type of supply for which you are experiencing the problem Luce: click on the lightning bolt icon for the power supply Gas: click on the flame icon for gas supply

This service, open to all, provides you with the emergency number of

the power or gas distributor to report a breakdown or receive

information. In addition, with this service, in the event of a power

POWER To access the service, simply enter the address of the supply where

there is no power to receive the distributor's emergency number. By logging in with the address, you can check the status of your

system and view the telephone number of your power distributor. Click on **Inserisci l'indirizzo** to enter the address of your supply.

Domande Frequenti: see the frequently asked questions Why is there a power failure?

There is a problem with your power supply, which may be due to:

• a breakdown has occurred on your posting facility as a result of nonpayment

supply.

• too many appliances used at the same time

Faults on the national transmission grid Faults on the electrical distribution network

Check with the help of this service if the system is affected by a fault. If at the end of the procedure there is a fault within the competence of the distributor, we will provide you with his number to make the

provides for compensation for certain cases, check them on the website https://www.arera.it/it/inglese/

If you clicked on Inserisci l'indirizzo, a new page will open.

receive the emergency number of the distributor to contact.

Indirizzo di fornitura: enter the address of your supply

Città*: enter the city

Indirizzo*: enter the address

Numero Civico*: Enter the house number

By entering the address of the supply in which there is no power, you will first receive interactive support to check the status of your system and, subsequently, the emergency number of the power distributor.

Inserisci le informazioni: Enter the address where the power fails to

Informativa Privacy: read the Privacy Policy PRIVACY POLICY pursuant to art. 13 of the Legislative Decree 30 June 2003, n. 196. Enel Energia S.p.A. informs you that it will use the data released by you exclusively for the purpose of querying the systems

made available by the territorially competent Distributor to provide

you have released in this form is optional and aimed solely at

you with the information requested by you. The provision of the data

personal data will also be processed with the aid of IT tools in order to

guarantee its security and confidentiality, and automatically deleted

allowing EE to send you the information requested by you, thus excluding any further purpose. However, failure to release the aforementioned data will not allow EE to proceed to this end. Your

information on the website www.enel.it" *Campi obbligatori: fields marked with an asterisk are mandatory Click ESCI to exit or click PROSEGUI to go on. Cosa fare?: What to do? Check the status of your system Stabile o via Hai riscontrato il problema nell'intero stabile e/o nella tua zona? select "Sì" if you have encountered the problem in the entire building and/or in your area select "No" if you have not encountered the problem in the entire building and/or in your area. Once you have made your choice click ESCI to exit, click PROSEGUI to continue.

<u>SI</u> If you select the SI (yes) you will land on a new page that provides

Contatta il distributore: To check the status of the supply, contact the

O NO

you with the distributor details.

distributor

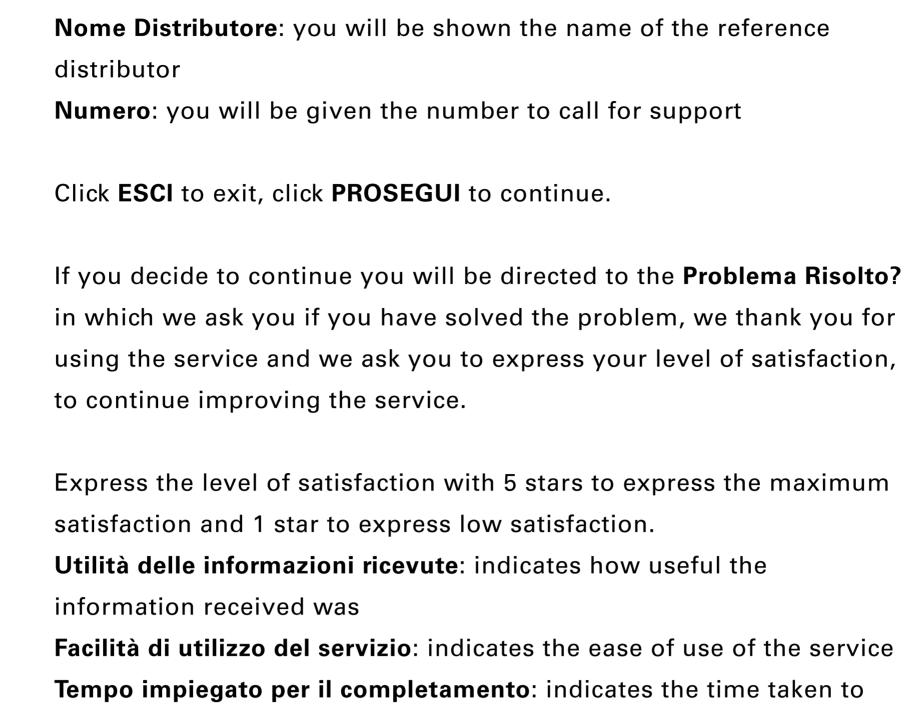
complete

<u>NO</u>

Commento (facoltativo)

Lascia qui un tuo commento

ESCI



understand your experience with the service. Per continuare a migliorare il servizio, esprimi il tuo livello di soddisfazione

In the box you can leave a further comment that will help us to better

and contact the supplier. Stabile o via Hai riscontrato il problema nell'intero stabile e/o nella tua zona? NO **PROSEGUI**

If you select the NO and click PROSEGUI, to go on you will be asked

for more information on: electrical panel, electrical equipment, meter

Sì: yes No: no Click ESCI to exit, click PROSEGUI to continue. Contatore: Meter Check that the lever of your meter is positioned correctly upwards. If not, we invite you to raise it up and check the power is restored to your supply. Did the power come back after the checks carried out? Sì: yes No: no Click **ESCI** to exit, click **PROSEGUI** to continue. Contatta il distributore: Contact the distributor Nome Distributore: you will be shown the name of the reference distributor **Numero**: you will be given the number to call for support Click ESCI to exit, click PROSEGUI to continue. If you decide to continue you will be directed to the Problema Risolto?

Click on **Inserisci l'indirizzo** to enter the address of the supply where there is no gas and you will receive useful information for contacting your local distributor. Domande Frequenti: see the frequently asked questions To whom to report the gas meter failure? This service provides you with the toll-free number for reporting gas faults. The distributor will carry out all the necessary checks on the

you with the information requested by you. The provision of the data you have released in this form is optional and aimed solely at allowing EE to send you the information requested by you, thus excluding any further purpose. However, failure to release the aforementioned data will not allow EE to proceed to this end. Your

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guarantee its security and confidentiality, and automatically deleted

after the page is closed. The data controller is Enel Energia, based in

Viale Regina Margherita, 125, 00198 Rome. " Complete privacy

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made available by the territorially competent Distributor to provide

Contatta il distributore: Contact the distributor Nome Distributore: you will be shown the name of the reference distributor Numero: you will be given the number to call for support Click **ESCI** to exit, click **PROSEGUI** to continue. Indirizzo di fornitura Inserisci l'indirizzo Inserisci la città Numero Civico Inserisci il numero civico Informativa Privacy INFORMATIVA PRIVACY ai sensi dell'art. 13 del Decreto Legislativo 30 giugno 2003, n. 196. Enel Energia S.p.A. ti informa che utilizzerà i dati da te rilasciati esclusivamente al fine di interrogare i sistemi messi a disposizione dal Distributore territorialmente competente per fornirti le informazioni da te richieste. Il conferimento dei dati da te rilasciati nel presente

* campi obbligatori Cosa fare?: What to do? We provide you with the telephone number to call your gas distributor Contatta il distributore: Contact the distributor Nome Distributore: you will be shown the name of the reference distributor Numero: you will be given the number to call for support Click ESCI to exit, click PROSEGUI to continue. If you decide to continue you will be directed to the **Problema Risolto?** in which we ask you if you have solved the problem, we thank you for using the service and we ask you to express your level of satisfaction, to continue improving the service. Express the level of satisfaction with 5 stars to express the maximum satisfaction and 1 star to express low satisfaction.

Click ESCI to exit, click INVIA to send us your opinion, you will receive

Jobs scheduled by the distributor in your area that relate to supply. Widespread fault on the electrical network in your area concerning the Interruptions in the supply of power: what can they depend on? How to report a fault? report Are there any compensation for the power failure? The Regulatory Authority for Energy, Networks and the Environment

after the page is closed. The data controller is Enel Energia, based in Viale Regina Margherita, 125, 00198 Rome. "Complete privacy

Cosa fare? Verifica lo stato del tuo impianto Stabile o via Hai riscontrato il problema nell'intero stabile e/o nella tua zona? ○ SI

Utilità delle informazioni ricevute Facilità di utilizzo del servizio Tempo impiegato per il completamento

INVIA

a message confirming your feedback. Thanks for your time!

Click ESCI to exit, click INVIA to send us your opinion, you will receive

Quadro elettrico Apparecchiature elettriche Quadro elettrico: Electric panel Are the levers all pointing upwards? SI: yes No: no Click ESCI to exit, click PROSEGUI to continue. Apparecchiature: Electrical equipment If a lever on your electrical panel is positioned downwards, proceed as follows: Unplug the appliances connected to the socket (eg refrigerator, printer, etc.) Position the levers on the electrical panel upwards Is the power back on?

page in which we ask you if you have solved the problem, we thank you for using the service and we ask you to express your level of satisfaction, to continue improving the service. Express the level of satisfaction with 5 stars to express the maximum satisfaction and 1 star to express low satisfaction. Utilità delle informazioni ricevute: indicates how useful the

Facilità di utilizzo del servizio: indicates the ease of use of the service

In the box you can leave a further comment that will help us to better

Click ESCI to exit, click INVIA to send us your opinion, you will receive

Note: Information about any scheduled failures or outages, which you

will find on this site, is made public by the competent area Distributor.

This service provides you with the emergency number of the gas

distributor to receive information or report a fault.

meter to restore the service.

Città*: enter the city

page.

call your gas distributor

Indirizzo*: enter the address

Numero civico*: enter the house number

Informativa Privacy: read the Privacy Policy

a message confirming your feedback. Thanks for your time!

understand your experience with the service.

Tempo impiegato per il completamento: indicates the time taken to

information received was

complete

GAS

What to do in the event of a blocked gas meter? This service provides you with the toll-free number to contact the gas distributor and activate all checks to resolve the problem. Gas supply interruption: what to do? This service provides you with the toll-free number to contact the gas emergency service in case of suspension of the supply due to a fault. Indirizzo di fornitura: enter the address of your supply

information on the website www.enel.it *Campi obbligatori: fields marked with an asterisk are mandatory Click ESCI to exit or click PROSEGUI to go on, you will land on a new

Cosa fare?: What to do? We provide you with the telephone number to

information received was Facilità di utilizzo del servizio: indicates the ease of use of the service Tempo impiegato per il completamento: indicates the time taken to complete In the box you can leave a further comment that will help us to better understand your experience with the service.

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