

The Board of Directors of the public company has approved financial support measures for users and companies and facilities. Once approved by the Autonomous Community of Madrid, they will be processed through the Canal de Isabel II Virtual Office

Canal de Isabel II will apply discounts to invoices for companies and individuals affected by COVID-19

- Those affected by an ERTE (temporary furloughs) will see their water invoice reduced by almost 80% while they are unemployed
- The facilities temporarily devoted to healthcare or funerary use will not have to pay anything for water
- Companies and industries that have seen their activity reduced will not pay the fixed fee and will have discounts for one year

31MAR2020 – The Canal de Isabel II Board of Directors has approved a proposed modification to the Canal de Isabel II tariffs order with the aim of supporting companies, industries and individuals affected by COVID-19.

Therefore, the public company has proposed three special discounts from which companies and industries affected by a significant reduction of their activity within the framework of the state of alarm, users affected by a temporary employment regulation file and those facilities that have been extraordinarily fitted out for sanitary or funeral uses may benefit.

The first of these discounts applies to supplies intended for commercial and industrial uses affected by the significant drop in activity due to the state of alarm. In this case, the fixed part of the tariff (service fee) will be discounted in full of the effective date of the state of alarm until it ends: in other words, they will only pay for the actual consumption during the period, without fixed fees.

Furthermore, in the six months immediately following the finalization of the state of alarm, they will receive a 50 % discount on the fixed fee, and after this period, they will have another six months with a 25 % discount on the same item.

The second discount applies to home users affected by temporary furloughs (ERTE) as a result of the state of alarm, provided that they do not receive any wage supplements other than unemployment benefits.

In this instance, such users will be able to benefit from the social tariff for the duration of their ERTE, for which 100 % of the variable part of the invoice is discounted up to a consumption of 25 cubic metres per two-month period (average consumption for a family of 4), and 50% of the fixed fee are discounted. This entails a reduction of approximately 79 % in the water invoices, from paying about 41 euros bimonthly for a consumption of 25 cubic metres to paying less than 9 euros.

Finally, all facilities that the Public Administration has temporarily authorised for healthcare or funerary uses during the management of the health crisis caused by COVID-19 will be exempt from paying both the fixed and variable fees of their water invoices while they are devoted to these uses.

Once approved by the Autonomous Community of Madrid, all of these discounts will be processed through the Canal de Isabel II Virtual Office.

In the Autonomous Community of Madrid, the water tariff has been frozen since 2016, so 2020 is the fifth consecutive year without increasing the price of water in the Autonomous Community of Madrid. Furthermore, 250,000 people currently benefit from the existing discounts on water tariffs: for social exemption, for housing or large families and for receiving widow's or widower's pensions of less than 14,000 euros per year. All of these discounts remain active and available for their possible beneficiaries.

Press release

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