

As those affected by an ERTE (temporary furloughs), the self-employed whose activity has been affected will see their water invoice reduced by almost 80 % for up to three months

Self-employed persons affected by the state of alarm may benefit from Canal de Isabel II assistance

- The Board of Directors of the public company has approved financial support measures for users, companies and self-employed persons.
- The public company offers the option to defer any invoice payments to any user who may request it.
- Canal will not cut the water supply to any user while the state of alarm remains active.

03APR2020 – The Canal de Isabel II Board of Directors will modify to the Canal de Isabel II tariffs with special discounts with the aim of supporting companies, industries, self-employed persons and individuals affected by an ERTE as a consequence of COVID-19.

Therefore, as was announced on 31 March, 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.

Besides employees and industries and companies, self-employed persons whose activity has been significantly reduced as a result of the declaration of the state of alarm may benefit from these discounts on domestic supplies in their homes for a maximum period of three months from the beginning of the state of alarm.

To this end, they must prove they are recipients of the extraordinary benefit for termination of employment, and their family income as a whole must not exceed 2.6 times the IPREM (the reference indicator for determining social benefits), in other words, 1,400 euros monthly.

Therefore, the discount corresponding to them will be the same that applies to those workers affected by an 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

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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.

Once approved by the Autonomous Community of Madrid, all of these discounts will be processed through the Canal de Isabel II Virtual Office, the free telephone 900 365 365, or via email at clientes@canaldeisabelsegunda.es.

PAYMENT DEFERRAL OR PAYMENTS IN INSTALMENTS FOR ANY USER

In addition to the special discounts being processed as a result of the health and social crisis caused by COVID-19, Canal de Isabel II continues to offer the discounts it already offered in its tariff: 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.

Similarly, at all time, not only in the current situation, the public company offers the possibility of deferring invoice payments or making payments in instalments, at the request of users. Furthermore, and in accordance with what was announced prior to the declaration of the state of alarm, and with the subsequently published legislation, Canal de Isabel II will not cut the water supply to any user while the state of alarm remains active.