

Currently, almost 1 in 4 water contracts in the Region of Madrid are billed in electronic format.

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## Canal de Isabel II will promote e-billing among its customers to promote care for the environment

- If it eliminated all its paper bills, it could avoid 1,700 trees being felled and 28 million litres of water being used each year.
- The state-owned company seeks to increase the number of contracts signed up to this service by taking action to raise awareness.

**28JAN2021** - Canal de Isabel II is strengthening its commitment to e-billing to reduce the consumption of paper and thereby care for forests and water. The state-owned company has set itself the goal of fully implementing e-billing among its customers, which, according to Ministry of Agriculture, Fisheries and Food data, would make it possible to avoid the felling of 1,700 trees each year, would save about 28 million litres of water, and would also eliminate the carbon footprint of sending letters by mail.

Therefore, with a view to promote this service, this state-owned company has launched an action plan to foster the use of this type of bill among the one million customers who continue to receive a paper bill.

An e-bill is an electronic document that meets the same legal requirements that a traditional paper bill must fulfil. It contains the same type of information as a traditional bill and replaces the physical paper document, but it has the same legal force, with greater security conditions, especially in its dispatch and receipt.

Currently, almost one in four Canal de Isabel II water supply contracts uses the state-owned company's e-billing service. This places Canal second in its sector in Spain by percentage of users who receive their bill electronically, which saves not only money but also, above all, the environment: making one sheet of paper involves a water footprint of 10 litres.