
## DATI CLIENTE (TITOLARE FORNITURA O RICHIEDENTE PRESTAZIONE)

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VIA/VIALE/LARGO/PIAZZA/PIAZZALE

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\*I campi contrassegnati con asterisco sono obbligatori

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CODICE FISCALE\*

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RECAPITO TELEFONICO\* MAIL\*

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\*I campi contrassegnati con asterisco sono obbligatori solo in caso di PERSONA GIURIDICA (società, ditta individuale, ecc)

DATI FORNITURA

VIA/VIALE/LARGO/PIAZZA/PIAZZALE\*

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TIPO CLIENTE

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OGGETTO DEL RECLAMO

E' IL PRIMO RECLAMO\*

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DESCRIZIONE\*

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## INVIA AD ARETI UN RECLAMO/RICHIESTA DI INFORMAZIONI RELATIVO A\*:

(selezionare il quadratinoa fianco l'argomento oggetto del reclamo)

LETTURE/CONSUMI (CONTESTAZIONE LETTURA STIMATA, CALCOLO CONSUMI EFFETTIVI, FOTOGRAFIA CONTATORE PER LETTURA, LETTURA E RICALCOLO CONSUMI, MISURAZIONE CONSUMI, SCHEDA SOSTITUZIONE MISURATORE, VERIFICA CONTATORE)

LETTURE/CONSUMI CONNESSIONE ATTIVA (MISURE GSE)

GUASTI RETE-MICRO INTERRUZIONI-DISCONTINUITÀ TENSIONE (RICHIESTA RISARCIMENTO DANNI PER GUASTO DI RETE O SBALZI DI TENSIONE; SOLLECITO RIPARAZIONE GUASTO DI RETE)

LAVORI DI RETE (SOLLECITO, SOSPENSIONE LAVORI, RIMOZIONE CAVI)

GUASTO SU CONTATORE (RICHIESTA SOSTITUZIONE CONTATORE, DISPLAY SPENTO, CONTATOREGUASTO)

PRESUNTA PERICOLOSITÀ (INSTALLAZIONE ACEA, RIMOZIONE CONTATORE)

RICHIESTA RISARCIMENTO DANNI (GUASTO DI RETE, SBALZI TENSIONE, LAVORI ARETI)

PAGAMENTI (ERRATO PAGAMENTO: INVIATA AD ALTRA SOCIETÀ DEL GRUPPO,INVIATOPIÙVOLTE)

INVERSIONE MISURATORE

MODIFICA ANAGRAFICA CLIENTE (DATI ANAGRAFICI ERRATI, BONUS ELETTRICO, TARIFFA BIORARIA, VOLTURA SPECIALE)

GESTIONE UTENZA (SOLLECITO ESECUZIONE PRESTAZIONE, RICHIESTA CONTRATTO E/O FATTURA, RICHIESTA INDENNIZZO, PRESTAZIONE NON RICHIESTA, MANCATI APPUNTAMENTI, RIMOZIONE CONTATORE)

RICHIESTA RIATTIVAZIONE FORNITURA A SEGUITO MOROSITÀ SOLLECITO ATTIVAZIONE CONNESSIONE ATTIVA

DISAGI UBICAZIONE IMPIANTI COMPORTAMENTO DEL PERSONALE

INTERRUZIONE PROGRAMMATA (MANCATO AVVISO, MANCATO RISPETTO AVVISO, RICHIESTA RISARCIMENTO DANNI, MESSA IN MORA, RICHIESTA NUOVA DATA PER INTERRUZIONE)

RICHIESTAINDENNIZZOCONNESSIONE ATTIVA DEL. 99/08

ESERCIZIO DELLA RETE (RICHIESTA LIVELLO POTENZA DI CORTO CIRCUITO)

ALTRO

\*I campi contrassegnati con asterisco sono obbligatori

AUTOLETTURA IN DATA GG/MM/AAAA

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A1+ (o A+T1) Q1

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A2+ (o A+T2) Q2

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A3+ (o A+T3) Q3

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A4+ (o A+T4) Q4

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INFORMATIVA AI SENSI DELL'ART. 13 DEL DECRETO LEGISLATIVO 30 GIUGNO 2003 N. 196

Tutti i dati acquisiti verranno trattati esclusivamente nell’ambito del procedimento per il quale la presente dichiarazione viene resa, nel rispetto del

D.Lgs. 196/2003 in materia di Tutela di Dati personali, al fine di garantire elevati standard di qualità nel servizio di distribuzione di energia elettrica erogato. Il Titolare del trattamento è areti Spa a socio unico cui potrà rivolgersi per esercitare i diritti di cui all’art. 7 della citata normativa.

LUOGO E DATA\*

(FIRMA LEGGIBILE E PER ESTESO)

\*I campi contrassegnati con asterisco sono obbligatori