



**H2O QUALITY**  
THE FREE APP THAT  
ALLOWS YOU TO CHECK  
THE QUALITY OF WATER  
WHEREVER YOU ARE



# EPAL's WATER

## Drink with satisfaction

### FILL FOREVER

Fill Forever is a unique EPAL designed bottle, reusable and recyclable.

Available in PET and in glass, this bottle was designed so you can consume your favourite water, tap water, in your everyday activities.

Take EPAL water with you everywhere!

### Attention

- Protect from sunlight
- Rinse regularly
- Change the water every day
- After its long life put in recycling point



Chemical composition in Lisbon's network	Average value	Parametric value*
pH (E. Sörensen)	7,9	≥6,5 e ≤9,5
Conductivity (µS/cm at 20°C)	218	2500
Chlorides (mg/l Cl)	22	250
Fluorides (mg/l F)	0,18	1,5
Nitrates (mg/l NO3)	2,5	50
Sulphates (mg/l SO4)	29	250
Sodium (mg/l Na)	20	200
Potassium (mg/l K)	1,7	-
Calcium (mg/l Ca)	20	-
Magnesium (mg/l Mg)	4,2	-
Total hardness (mg/l CaCO3)	80	-

Analytical testing undertaken at EPAL's Laboratories Department (Lisbon / Parque das Nações Laboratory). EPAL undertakes around 300,000 analytical tests annually in its supply system.

\* Decree-Law no. 306/2007, of the 27th of August, amended by Decree-Law no. 152/2017, of 7th December.

### EPAL PHONE NUMBERS

24h per day, every day

**Customer Help Line** | 213 221 111  
(cost of a call to the national fixed network)

**Communication of meter readings** | 800 201 101

**Loss of supply** | 800 222 425

**Report a burst pipe in the street** | 800 201 600

**Fax** | 213 251 397

**EPAL site** [www.epal.pt](http://www.epal.pt)

**EPALnet**

**myAQUA**

### EPAL SHOPS

#### EPAL Shop in Restauradores - Headquarters

Avª da Liberdade, 24 1250-144 Lisbon

from 8:30 am to 7:30 pm every working day

#### EPAL Shop in Laranjeiras One Stop Shop

Edifício Atlanta II, Rua Abranches Ferrão, 10-C

1600-001 Lisbon

from 8:30 am to 7:30 pm Monday to Friday

and 9:30 am to 3:00 pm Saturday

### BY POST

Commercial Department - Headquarters

1<sup>st</sup> issue | 2022



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## Drink EPAL water... you can trust it!

Excellent quality water, distributed to the city of Lisbon for 150 years! EPAL supplies water to around three million people, being responsible for distribution in the city of Lisbon, with more than 350,000 customers, as well as 34 municipalities, ensuring the supply of quality water to all.

### Water Sources

The main water sources are surface - Castelo do Bode Reservoir (River Zêzere) and Valada Tejo (River Tejo), but there are also groundwater extractions in Alenquer, Lezírias e Ota.

### Water Treatment

EPAL employs treatment technologies appropriate for the characteristics of the abstracted water, and has two water treatment plants (WTP).

In the disinfection of water, chlorine is used in minimal but sufficient quantities to guarantee its microbiological quality.

### Water Quality Control

The quality of water supplied by EPAL is guaranteed by the quality of the sources, by the treatment processes and by the control carried out throughout the supply system right up to the customer's tap.

EPAL's water is subject to more than a thousand laboratory analyses per day, carried out by qualified technicians with advanced technology, complying with national and international legal requirements.

### EPAL Laboratories

In order to analyse and control the quality of water for human consumption, EPAL has two laboratories, part of the Laboratories Department, accredited under standard NP EN ISO/IEC 17025 for the sampling process and for water quality tests:

- Lisbon / Parque das Nações Laboratory, accredited since 1999
- Vale da Pedra Laboratory, accredited since 2008

### Drink water with greater satisfaction

- Rinse bottles and water containers regularly
- Do not use hot tap water for tea/coffee, only heated cold water
- Keep water in the fridge in a covered container

### Tips for drinking more water

- Drink several times daily to stay hydrated
- Take your Fill Forever with water whenever you go outside
- Drink a glass of EPAL water with your coffee
- Add a slice of lemon or a mint leaf for an aromatic touch