



Two million digital bills accessed in 2013 and four million expected in 2014: a great success of Eni gas and electricity's online services

Rome, 29 January 2014 – The number of users of Eni [webolletta](#), the digital bill service launched by Eni gas and electricity at the end of 2011, has already reached 800,000. In 2013 alone, users accessed more than 2 million digital bills, a number expected to exceed 4 million in 2014.

The easy-to-use and completely free service is accessible through various platforms, including apps for smartphones and tablets, and the website www.famiglia.eni.it

The *webolletta* means that all of Eni's customers can receive a text message and/or e-mail notifying them of their bill at least 10 days earlier than postal delivery, wherever they are.

With a simple click customers can view their bill and manage their archive. They can also take advantage of the online services created by Eni to make life easier for its customers. These services include checking consumption trends through interactive graphics, putting the dates that meter readings are due in their diaries, paying bills online by credit card or direct debit avoiding the need to go to the bank or post office, or even speak to an operator.

Eni is one of the first companies in Italy to have joined the SEPA (Single Europe Payments Area) European banking standard for the direct debiting of bills. This solution is managed entirely in-house and allows customers to request, manage, and revoke their direct debit payments directly with Eni, using multiple contact channels.

The *webolletta* and direct debit payment of bills gives the customer autonomy over their energy spending and leads to a more transparent relationship with Eni. These initiatives realise the company's goal of satisfying customers by offering innovative services and contact channels that make energy and bills management simpler and more transparent.

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