

## Dear Customers,

In our explanations of invoice terms, - in compliance with our legal obligations - we present to you the items which may appear on the settlement or partial account of the water utility service. (Section 10 of Act CLXXXVIII of 2013). These pieces of information facilitate faster administration. Our explanations of invoice terms and many other useful information can be viewed on our website (<https://www.debreceni-vizmu.hu>).

Our explanations of invoice terms contain information about both paper-based and electronic invoices.

SOME IMPORTANT INFORMATION ON PAGE 1 OF THE INVOICE:

- 💧 Name, copy - and serial number of the invoice.
  - Partial invoice (*Részszámla*): invoice made on the basis of admitted consumption or average consumption calculated according to the consumption of the previous year.
  - Settlement invoice (*Elszámoló számla*): invoice made on the basis of data read or reported by the user or settlement required by law. In all cases, the settlement invoice includes – and also affecting partial invoices - the consumption and basic fees of the entire settlement period. The invoice also displays the items as debits or credit notes (e.g. additional meter deduction) in the partial invoice with the opposite sign.
  - Serial number of the invoice (*Számlaszám*): in the case of a transfer, it must be indicated in the notice column.
- 💧 **Identifier (AZONOSÍTÓ)**: in the case of bank transfer, data to be entered in the notice column necessary for portal registration, arranging a direct debit order and further administration. The first six digits identify the paying customer, the six digits after the hyphen identify the place of use. This identifier can also be found on page 3 of the invoice.

Azonosító:	111111-222222
Felhasználó neve:	Tisza Virág
Felhasználó címe:	4027 Debrecen, Pesti u.150 10/101.
Felhasználási hely címe:	4032 Debrecen, Bőszörményi út 233.

*Customer's name* (Felhasználó neve); *Customer's address* (Felhasználó címe); *Place of use* (Felhasználási hely címe)
- 💧 **Accounting period (Elszámolási időszak)**: time interval from the end of the settlement period of the previous settlement account until the reading/reporting date in the current settlement account.
- Accounted period (Elszámolt időszak)**: the time interval of the admitted consumption or average consumption appearing in the partial invoice.
- Amount to be paid (Fizetendő összeg)**: the amount of the current invoice reduced/increased by discounts and modifying items.
- Payment deadline (Fizetési határidő)**: the date by which the amount of the invoice must be received in bank account of the service provider.
- 💧 Bill payment by mobile phone or iCsekk application: you can pay your bill quickly and easily with the iCsekk application that can be downloaded to your smartphone using the QR code.
- 💧 Mandatory information on utility cost reduction. It includes your savings in your current invoice or from invoices created for the consumption period after 1 July 2013 in an aggregated form.
- 💧 Even in the case of receiving an invoice with an attached cash transfer order, the user has the option of paying the invoice using other payment methods (e.g. bank transfer, payment by banking card on Zafír portal, etc.) In case of bank transfer, please indicate the ID number and the serial number of the invoice in the notification column!

OME IMPORTANT INFORMATION ON PAGE 2 OF THE INVOICE:

- 💧 Public information: our most important contacts for administration, meter and other reports as well as the opening hours of our customer service office.

Online administration and E-invoice requests are possible on the Zafír Portal: <https://zafirportal.hu/>
- 💧 Information on how to handle an overpayment and on other methods of settling the invoice in the case of payment by cash transfer order (cheque).
- 💧 Water meter data: it includes the nature of the meter(s) installed at the place of use, the year of expiry of the authentication and the nominal diameter of the installed water meter(s) and provides information on user tasks for re-authentication.
- 💧 Time for **READING** or **REPORTING**: in case we could not read the water meter in the past year, or you did not report the meter data either, we inform you here about the possibility of making an appointment. If there is no scheduled reading in the next period, we indicate here the date of the next meter reading report. In order to avoid billing based on average consumption, please report the exact, real water meter data within the time interval provided here.

SOME IMPORTANT INFORMATION ON PAGE 3 OF THE INVOICE (itemized invoice):

- 💧 The number of your Contractual current account (*Szerződéses folyószámla*) with our company (data to be provided for portal registration and other administration), serial number of the issued invoice (*Számla sorszáma*) and payment method (*Fizetési mód*), in the case of direct debit order, GIRO ID of our company: A11159696T209

Szerződéses folyószámla: 555555
Számla sorszáma: 2444444-2021-08
Fizetési mód: Csekk

- 💧 Table of itemized invoice: consumptions appear as separate invoice items according to the installed meter, the related service, consumption period, meter reading and unit price. Here you can review the consumption according to the settlement and the deduction of items already settled in the partial invoices. At the end of the table of itemized invoice, the value of any subsidy, interest on late payment and previous overpayment is displayed which corrects the amount to be paid.
- 💧 The balance of your current account with our company which also contains the value of the current invoice. In the case of a positive amount, the balance shows a debt, while in the case of a negative amount, the balance shows an overpayment.
- 💧 Expected date of the next reading (**KÖVETKEZŐ LEOLVASÁS**) or reporting (**DIKTÁLÁS**) at the indicated time of the reading, please provide our meter reader with access to the meter.
- 💧 Accuracy classification of the meter.
- 💧 Comparison of drinking water consumption for the relevant period compared to the previous one in relation to the general household consumption.
- 💧 Listing the serial number and amount of the settled partial invoices in the case of a settlement account.

Our company produces invoices on paper or in electronic form (**E-invoice**). Your paper-based invoice will be delivered to your mailbox by post or by our own employees, the E-invoice can be downloaded from the safe interface of the Zafír Portal for preservation purposes.

### **E-invoice** (Electronic invoice)

The E-invoice or electronic invoice is an authentic invoice issued with an accounting software using a digital signature, which can also be received electronically by the customer. The E-invoices issued to our users are available on the Zafír portal until the expiry of the water utility service contract within the retention period. The downloaded, authenticated E-invoice can be fully used for administration (e.g. bookkeeping, legal administration).

#### DUE TO INCREASED USER INTEREST, WE ARE INFORMING YOU ABOUT ELECTRONIC ADMINISTRATION OPPORTUNITIES

**The Zafír Portal is available 24 hours a day** (<https://zafirportal.hu/>)

It is an online interface that facilitates the administration of our users:

- 💧 Recording meter readings at the times indicated on the invoices;
- 💧 Viewing completed water utility service invoices;
- 💧 Requesting an E-invoice, downloading a prepared E-invoice;
- 💧 Viewing current account data - requesting a current account balance certificate;
- 💧 Viewing and downloading invoice attachments/documents;
- 💧 Water utility service invoice payment by banking card.



All in all, a freely chosen username, password and an e-mail address is required for registration. The registration must be confirmed based on the e-mail received. After that, you can enter the portal with the chosen username and password and you can add the necessary service provider (e.g.: Debreceni Vízmű Zrt.) according to the instructions below.

Water utility service contract registration:

- 💧 In the menu bar, you must select the "Szerződés hozzáadása" (Add Contract) menu item.
- 💧 From the drop-down list select "Debreceni Vízmű Zrt" as service provider company.
- 💧 After that, enter the following data for registration: (page 3 of your invoice):
  - Identifier (**AZONOSÍTÓ**)
  - Contractual current account (**SZERZŐDÉSES FOLYÓSZÁMLA**)
- 💧 Accept the provider statement.
- 💧 If you would like to request an E-invoice at the same time, you must select the "E-számlát igényelek" (Request E-invoice) button, if you prefer a paper-based invoice, you must select the " Maradok papír számlánál " (paper-based invoice) button.
- 💧 Click the " Regisztrálok a szerződést " (Register the Contract) button.
- 💧 In the case of the same paying customer's ID number (the first 6 digits of the Identifier), it is not necessary to register all places of use (all other contracts of the customer are automatically registered).

Individual designation of **E-invoice** request:

- 💧 In the "Szerződéseim" (My Contracts) menu item in the menu bar, the appropriate place of use must be selected by clicking on it.
- 💧 In the details window of the contract - at the bottom right - you can find the "E-számla" button, which you can click on.
- 💧 In the window that opens, you can forward your request to the system by ticking the checkbox which must also be approved by clicking the " Elmentem a beállítást" (Save the Settings) button in order to finalize the E-invoice request.