

**R****Talba għal Bdil tat-Tariffa tal-Kont**

Request to Change Billing Tariff



**A:** ARMS Ltd. - P.O. Box 63, Marsa, MRS 1000, Malta  
**E:** [customercare@arms.com.mt](mailto:customercare@arms.com.mt) **T:** 8007 2222 HELPLINE  
**W:** [www.arms.com.mt](http://www.arms.com.mt)

Għall-użu tal-uffiċċju / For office use only

Numru tad-dokument tal-Karta tal-Identità  
 Identity Card document number

Numru tan-notifika  
 Notification number

**Din il-formola qiegħda biex tintuża mis-sid tal-kont li jixtieq li ARMS taqleb it-tariffa tiegħu/tagħha. Jekk jogħġbok aċċerta ruħek li niżżilt l-informazzjoni kollha mitluba minnek. ARMS TIRRISSERVA D-DRITT LI TAGHMEL SPEZZJONI FIL-POST INDIKAT U D-DEĊIŻJONI, JEKK TAĊĊETTAX JEW LE L-BIDLA FIT-TARIFFA, TKUN BISS FID-DISKREZZJONI TAL-KUMPAĊIJA ARMS.**

This form is to be used by the account holder requesting ARMS to change his/her billing tariff. Please ensure that all the information requested is submitted. ARMS RESERVES THE RIGHT TO PERFORM AN ON SITE INSPECTION AND THE DECISION, WHETHER TO ACCEPT THE TARIFF CHANGE REQUEST OR NOT, IS AT THE SOLE DISCRETION OF ARMS LTD.

**Sezzjoni A / Section A**

1. Numru tal-kont / Account number

**Detalji tal-Applikant / Applicant Details**2. (a) **Kunjom u isem**

Surname and name

Kunjom / Surname

Isem / Name

(b) **Numru tal-Karta tal-Identità (Jew Passport)**

Identity Card number (Or Passport)

Jekk ser tapplika f'isem kumpanija / If applying on behalf of a company

(c) **Isem tal-kumpanija**

Company name

(d) **Numru tar-registrazzjoni tal-kumpanija**

Company registration number

(e) **Numru tal-VAT**

VAT number

(f) **Mowbajl / Telefown**

Mobile / Telephone

(g) **Inderizz elettroniku / E-mail address**(h) **Inderizz tas-servizz**

Service address

Numru jew isem tal-fond / Number or name of premises

Triq / Street

Lokalità / Locality

Kodiċi Postali / Postcode

**Sezzjoni B / Section B**3. (a) **Tip ta' fond / Type of premises**

Eż: Dar, appartament, hanut, uffiċċju, kamra rurali eċċ.  
 E.g. House, apartment, shop, office, rural room etc.

(b) **Tip ta' servizz / Service type** Single Phase Three Phase(c) **Għandek sistema fotovoltajka installata?**

Do you have a PV system installed?

 Iva / Yes Le / No(d) **Jekk il-fond huwa garaxx, imla d-dettalji li ġejjin:**

If premises is a garage, fill in the following details:

i. **Qies tal-garaxx (metri kwadri)**

Size of garage (square metres)

 m<sup>2</sup>ii. **Il-garaxx jinfed mad-dar?**

Is garage interconnected with residence?

 Iva / Yes Le / Noiii. **Użu tal-garaxx / Use of garage** Parkeġġ / Parking Maħżen / Store Oħrajn (Speċifika) / Others (Specify)

**R**

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### Sezzjoni Ċ / Section C

Data tal-qari tal-arloġġ  
 Date of meter reading

\_\_\_\_/\_\_\_\_/\_\_\_\_  
 jj / dd xx / mm ssss / yyyy

Numru tal-arloġġ tal-ilma / Water meter number

\_\_\_\_\_

Qari tal-arloġġ tal-ilma / Water meter reading

\_\_\_\_\_

Numru tal-arloġġ tal-elettriku / Electricity meter number

\_\_\_\_\_

Qari tal-arloġġ tal-elettriku / Electricity meter reading

\_\_\_\_\_

Trid timtela BISS jekk hemm installata sistema fotovoltajka f'dan il-fond. Timtela anke jekk is-sistema ser tkun riallokata f'post ieħor.  
 To be filled ONLY if a photovoltaic system is installed at this premises. To fill in also if the system will be re-allocated to another premises.

Qari tal-arloġġ tal-elettriku (Export) / Main electricity reading (Export)

\_\_\_\_\_

Numru tal-arloġġ fotovoltajku / PV meter number

\_\_\_\_\_

Qari tal-arloġġ fotovoltajku / PV meter reading

\_\_\_\_\_

### Sezzjoni D / Section D

(i) Talba għal Bidla ta' Tariffa / Request for Change in Tariff

(a) Tariffi ta' Konsum / Consumption Tariffs

N.B.:

- Jekk l-għażla hija minn Domestiku għal Residenzjali jew vice-versa, huwa meħtieġ li tintuża formola H minflok. / If the request is from Domestic to Residential or vice-versa, it is required that form H is filled in instead.

- Jekk hemm sistema fotovoltajka installata fuq il-post tas-servizz u l-kont jibbenefika minn skema FIT, jista' jkunu mitluba dokumenti addizzjonali miksuba mill-uffiċċji tar-REWS. / If there is a PV system installed on premises and the account benefits from a FIT scheme, additional documents acquired from REWS offices might be requested.

Minn / From	Għal / To
<input type="checkbox"/> Domestiku / Domestic	<input type="checkbox"/> Domestiku / Domestic
<input type="checkbox"/> Residenzjali / Residential	<input type="checkbox"/> *Residenzjali / *Residential
<input type="checkbox"/> Mhux Residenzjali / Non-Residential	<input type="checkbox"/> Mhux Residenzjali / Non-Residential

\*Irreferu għal (ii) fil-paġna li jmiss. / \*Please refer to (ii) in the following page.

OR

(b) Pannelli (Bidla fl-għażla relatat mal-elettriku li jiġi ġġenerat) / PV (Change in selection related to the generated electricity)

Immarka / Mark	Minn / From	Għal / To
<input type="checkbox"/>	Skema A - Tbigħ kollox (Tbigħ l-elettriku ġġenerat kollu) Scheme A - Sell All (Sell all generated electricity)	Skema B - Użu parzjali (Tiġġenera l-elettriku primarjament għall-konsum tiegħek u tbigħ l-elettriku ġġenerat mhux użat) Scheme B - Partial use (Generate electricity primarily for own use and sell the generated electricity not used)
<input type="checkbox"/>	Skema B - Użu parzjali (Tiġġenera l-elettriku primarjament għall-konsum tiegħek u tbigħ l-elettriku ġġenerat mhux użat) Scheme B - Partial use (Generate electricity primarily for own use and sell the generated electricity not used)	Skema A - Tbigħ kollox (Tbigħ l-elettriku ġġenerat kollu) Scheme A - Sell All (Sell all generated electricity)

OR

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**(c) Tariffi oħra / Other Tariffs (Power factor)**

**Sid ta' post mhux residenzjali, b'konsum ta' aktar minn 100A f'kull fażi, jista' japplika biex it-tariffa tiegħu tkun skont it-tieni skeda, paragrafi 2c (24 hour kVAh) u 2d (Night and Day kVAh) tar-Regolamenti tal-Provvista tad-Dawl. Provedimenti oħra koperti bir-Regolamenti tal-Provvista tad-Dawl, japplikaw.**

Owner of non-Residential premises with a service rating above 100A per phase may apply to be billed in accordance to the second schedule, paragraphs 2c (24 hour kVAh) and 2d (Night and Day kVAh), of the Electricity Supply Regulations. Other provisions within the Electricity Supply Regulations will apply.

Minn / From	Għal / To
<b>All Day</b>	<b>All Day</b>
<input type="checkbox"/> kWh	<input type="checkbox"/> kWh
<input type="checkbox"/> kVAh	<input type="checkbox"/> kVAh
<b>Day/Night</b>	<b>Day/Night</b>
<input type="checkbox"/> kWh	<input type="checkbox"/> kWh
<input type="checkbox"/> kVAh	<input type="checkbox"/> kVAh

(ii)

Jekk il-bidla ta' tariffa hija għal Residenzjali / If the tariff change requested is to Residential

**Persuni li se jgħixu f'din il-proprjetà / Persons who will be residing in this property**

**Għall-użu tal-uffiċċju**  
For office use only

Isem u kunjom Name and surname	Numru tal-Karta tal-Identità (Jew Passaport) Identity Card number (Or Passport)	Firma tar-resident* Resident's signature*	Nru. tad-dokument tal-Karta tal-Identità Identity Card document number

\* Il-firem taż-żewġ ġenituri/gwardjani legali jkunu meħtieġa f'każ ta' persuni taht it-18-il sena / Both parents'/legal guardians' signatures are required for persons under 18 years

\_\_\_\_\_  
Firma tal-ġenitur/gwardjan legali  
Parent's/legal guardian's signature

\_\_\_\_\_  
Firma tal-ġenitur/gwardjan legali  
Parent's/legal guardian's signature

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**Sezzjoni E / Section E****Dokumenti meħtieġa**

Documents required

**Inkludi dawn id-dokumenti (skont kif applikabbli) ma' din il-formola biex inkunu nistgħu nipprovdulek is-servizz/i li teħtieġ.**

Provide these documents (as applicable) with this form so that we can provide you with the required service/s.

Isem tad-dokument Name of document	Noti Notes
<b>Dokumenti ġenerali (meħtieġa għal kull servizz) / General documents (required for all services)</b>	
<b>Identifikazzjoni (dan iservi biss għall-awtentikazzjoni)</b>  Identification (this is only for authentication)	<b>Kopja miż-żewġ naħhat tal-Karta tal-Identita' Maltija jew Permess ta' Residenza Maltija, mahruġa skont l-Att dwar il-Karta tal-Identita'</b>  Copy of both sides of the Maltese identity Card or Maltese Residence Permit, issued in terms of the Identity Card Act.
<b>Awtorizzazzjoni mill-kumpanija (Għall-kumpaniji biss)</b>  Company authorisation (For companies only)	<b>F'każ ta' entità kummerċjali, prova li l-persuna li qed tiffirma f'isem il-kumpanija għandha l-awtorizzazzjoni neċessarja. Din tista' tkun jew il-memorandum tal-kumpanija jew riżoluzzjoni tal-bord valida.</b>  In the case of a commercial entity, proof has to be provided that the person signing on the form on behalf of the company has the necessary authorisation to do so. This can either be the Memorandum of Articles of the company or a valid board resolution.
<b>F'każ ta' servizz b'sistema tal-pannelli / In case of service with PV system</b>	
<b>Dokumenti provduti mir-REWS (Mhux applikabbli għal bidliet fl-għażla relatata mal-pannelli, immarkata bħala parti 'b' f'sezzjoni D)</b>  Documents provided by REWS (Not applicable to changes in selection related to PV, marked as part 'b' in section D)	<b>Kopja tad-dokumenti li jiġu provduti mir-REWS li jikkonfermaw li ma jsibux oġġezzjoni bil-bidla tat-tariffa.</b>  Copy of documents are provided by REWS that confirm there is no objection with the change of tariff.



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### Sezzjoni F / Awtorizzazzjoni għal hlas dirett

Section F / Direct Debit Mandate

Id-drittijiet tiegħek dwar il-mandat t'hawn taht huma spjegati f'dikjarazzjoni li tista' tingabar mill-bank tiegħek. Tista' timla din is-sezzjoni biex tibbenefika mill-aktar sistema ta' hlas ta' kontijiet komda u konvenjenti u biex tevita l-konsegwenzi ta' kontijiet mhux imħallsa, jew imħallsa tard. Jekk tagħzel din is-sistema ta' hlas u ma taqbilx ma' xi kont mibgħut lilek, xorta waħda tkun tista' titlob li jiġi kkalkulat mill-ġdid u jekk ikun xieraq tinghata lura l-hlas li jkun sar b'mod awtomatiku.

Your rights regarding the below mandate are explained in a statement that you can obtain from your bank. You may complete this section to benefit from the most convenient method to pay for this service and to avoid the consequences of late or non-payment. If you opt for this payment method and you disagree with any of the bills sent to you, you may still request a recalculation, and where applicable, you will be refunded accordingly.

**Termini u kundizzjonijiet ta' dan is-servizz jinstabu fil-paġna 8 ta' din il-formola. Il-partijiet immarkati b'(\*) huma mandatorji.**  
 Terms and conditions of this service may be found on page 9. Fields marked with (\*) are mandatory.

**Hlasijiet diretti attivi jistghu jitwaqqfu billi timla formola Q.**  
 Active direct debit may be cancelled by filling in form Q.

Għalkemm din is-sezzjoni tista' timtela minn persuna oħra li mhijiex sid tal-kont indikat f'sezzjoni A, l-applikant f'din is-sezzjoni m'għandux dritt isaqsu għal dettalji rigward il-kont jekk ma jipprezentax awtorizzazzjoni bil-miktub minghand sid il-kont flimkien mad-dokument ta' identifikazzjoni oriġinali (jew kopja) ta' sid il-kont (Dan tal-aħħar iservi biss għall-verifikazzjoni u ma jiġix arkivjat). Although this section can be filled by another person not being the holder of the account specified in section A, the applicant in this section cannot make queries regarding the account without presenting a written authorisation from the account holder along with the original identification document (or copy) of the account holder. (The latter is applicable for verification purposes and will not be archived).

\* **Dettalji tal-kont tal-bank / Bank account details**

\* **Numru tal-kont - IBAN (International Bank Account Number) / Account Number - IBAN (International Bank Account Number)**

\* **SWIFT - BIC**

**Dettalji tal-Kreditur / Creditor's Details**

**Isem tal-Kreditur**  
Name of Creditor

AUTOMATED REVENUE MANAGEMENT SERVICES LTD. (ARMS LTD.)

**Numru tal-Kreditur**  
Creditor ID

MT50ZZZ994796004T

**Isem tal-fond**  
Name of premises

GATTARD HOUSE, NATIONAL ROAD

**Lokalità**  
Locality

BLATA L-BAJDA

**Kodiċi Postali**  
Postcode

HMR 9010

**Pajjiż**  
Country

MALTA

\* **Tip ta' Pagament**  
\* Type of Payment

**Pagament rikurrenti**  
Recurrent payment

**Pagament ta' darba**  
One-off payment

**Jekk il-pagament rikurrenti hu għal ftehim temporanju (Mhix mandatorja)**  
If recurrent payment is for temporary agreement (Optional)

**Minn meta**  
Initial date

/  /   
jj / dd xx / mm ssss / yyyy

**Sa meta**  
End date

/  /   
jj / dd xx / mm ssss / yyyy

**Firma tal-applikant**  
Applicant's signature

**Data**  
Date



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### Avviż dwar il-Privatezza

Id-data personali tiegħek tiġi pproċessata għall-iskopijiet li nipprovdulek servizzi tal-elettriku u/jew ilma. Għaldaqstant, skont is-servizz/i ikkonċernat/i mit-talba tiegħek f'din il-formola, jekk jogħġbok innota li f'dan l-Avviż "Ahna"/"Tagħna"/"Lilna" ifissru:

- Kemm l-Enemalta plc kif ukoll il-Korporazzjoni għas-Servizzi tal-Ilma jekk it-talba tiegħek tikkonċerna kemm servizzi tal-ilma kif ukoll tal-elettriku; jew
- Enemalta plc jekk it-talba tiegħek tikkonċerna s-servizz tal-elettriku biss; jew
- Korporazzjoni għas-Servizzi tal-Ilma jekk it-talba tiegħek tikkonċerna biss is-servizz tal-ilma.

Innota li ARMS Ltd għet maħtura bħala Proċessur Tagħna għalhekk l-informazzjoni tiegħek tiġi wkoll ipproċessata minn din l-entità f'isimna.

### Kif, xiex u għaliex niġbru d-data tiegħek?

Ahna regolarment niġbru data personali bħala parti mis-servizzi ta' utilità u mill-obbligi legali Tagħna. It-terminu "data personali" jirreferi għall-informazzjoni kollha li tista' twassal biex tidentifikak personalment, u tipikament Ahna nipproċessaw data personali bħal isem, kunjom, numru tal-Karta tal-Identità/Passaport, indirizz, numru tat-telefown/mowbajl, e-mail, numru tal-kont, numru u qari tal-arloġġ u informazzjoni dwar kontijiet. Irrispettivament mill-manjiera li Ahna għarna d-data personali tiegħek, Ahna se nipproċessaw biss din id-data għall-iskopijiet li nipprovdut servizzi tal-elettriku u/jew ilma u funzjonijiet oħra anċillari ma' tali servizzi.

Tipikament Ahna nipproċessaw id-data personali tiegħek skont il-bażijiet legali li ġejjin:

- Id-dhul u l-eżekuzzjoni ta' kuntratt;
- L-interessi legittimi Tagħna għal raġunijiet ta' sigurtà u sikurezza;
- Konformità mal-obbligi legali imposti fuqna; u
- Il-kunsens provdut minnek.

Jista' jkun hemm każijiet fejn Ahna wkoll jaf niddependu fuq l-interess pubbliku fl-ipproċessar tad-data tiegħek.

Ahna nistgħu nizvelaw id-data personali tiegħek lil individwi magħzula fi hdan il-kumpaniji Tagħna, fuq bażi ta' hteġa ta' għarfien. Id-data personali tiegħek tista' wkoll tiġi żvelata lil terzi hekk kif spjegat fl-Avviż ta' Privatezza tagħna indikat iżjed 'l isfel. Ahna nżommu d-data personali tiegħek esklussivament għall-perjodu li matulu nistgħu naghmlu dan, liema perjodu normalment huwa ta' 10 snin mid-data minn meta ma tibqax klijent Tagħna.

Għandek ċerti drittijiet fir-rigward tad-data personali tiegħek inkluż: dritt ta' aċċess, dritt għal thassir, dritt ta' oġġezzjoni, dritt għall-portabbiltà tad-data, dritt għar-rettifika, dritt għar-restrizzjoni, dritt li tirtira l-kunsens tiegħek u dritt li tkun infurmat dwar is-sors.

Id-drittijiet tiegħek fir-rigward tad-data personali tiegħek mhumiex assoluti.

Aktar informazzjoni tinsab disponibbli fl-Avviż ta' Privatezza Tagħna, inkluż dwar kif teżercita d-drittijiet tiegħek, li huwa aċċessibbli fuq:

- <https://arms.com.mt/avviz-dwar-il-privatezza> jekk it-talba tiegħek f'din il-formola tikkonċerna kemm is-servizz tal-ilma kif ukoll tal-elettriku; jew
- <https://www.enemalta.com.mt/mt/uncategorized-mt/avviz-dwar-il-privatezza-elettriku/> jekk it-talba tiegħek f'din il-formola tikkonċerna s-servizz tal-elettriku biss; jew
- <http://www.wsc.com.mt/privacy-notice/> jekk it-talba tiegħek f'din il-formola tikkonċerna s-servizz tal-ilma biss.

Tista' tikkuntattja Lilna jew lill-Uffiċjal/i tal-Protezzjoni tad-Data Tagħna jekk għandek xi mistoqsijiet jew ilmenti relatati mal-ipproċessar tad-data personali tiegħek fuq id-dettalji ta' kuntatt hawn taħt:

ARMS Ltd Numru ta' kuntatt: 80072222 Email: <a href="mailto:customercare@arms.com.mt">customercare@arms.com.mt</a> Indirizz: ARMS Ltd Offices, Qormi Road, Luqa, LQA 9043.	Uffiċjal tal-Protezzjoni tad-Data ta' ARMS Ltd Numru ta' kuntatt: 22452725 Email: <a href="mailto:dpo.arms@arms.com.mt">dpo.arms@arms.com.mt</a> Indirizz: ARMS Ltd Offices, Qormi Road, Luqa, LQA 9043
Enemalta plc Numru ta' kuntatt: 80072224 Email: <a href="mailto:customercare.em@enemalta.com.mt">customercare.em@enemalta.com.mt</a> Indirizz: Central Administration Offices, Church Wharf, Marsa, MRS 1000.	Uffiċjal tal-Protezzjoni tad-Data ta' Enemalta plc Numru ta' kuntatt: 22980583 Email: <a href="mailto:dpo.em@enemalta.com.mt">dpo.em@enemalta.com.mt</a> Indirizz: Central Administration Offices, Church Wharf, Marsa, MRS 1000.
Korporazzjoni għas-Servizzi tal-Ilma Numru ta' kuntatt: 80076400 Email: <a href="mailto:customercare@wsc.com.mt">customercare@wsc.com.mt</a> Indirizz: Water Services Corporation, Qormi Road, Luqa, LQA 9043.	Uffiċjal tal-Protezzjoni tad-Data tal-Korporazzjoni għas-Servizzi tal-Ilma Numru ta' kuntatt: 22443240 Email: <a href="mailto:dpo@wsc.com.mt">dpo@wsc.com.mt</a> Indirizz: Water Services Corporation, Qormi Road, Luqa, LQA 9043.

Int għandek ukoll id-dritt li tressaq ilment quddiem l-Uffiċċju tal-Kummissarju għall-Infurmazzjoni u l-Protezzjoni tad-Data f'Malta ([www.idpc.gov.mt](http://www.idpc.gov.mt)). Dan l-avviż jista' jiġi aġġornat fid-diskrezzjoni Tagħna. Aġġornamenti b'riżultat ta' bidla fil-liġi jew attivitajiet tal-ipproċessar jiġu kkomunikati il-lek qabel il-bidu tal-attività rilevanti tal-ipproċessar.

### Dikjarazzjoni tal-Applikant

Jiena lest li noqgħod għall-kundizzjonijiet kollha tar-Regolamenti fuq il-Provvista tal-Elettriku (S.L. 545.01), ir-Regolamenti dwar l-Installazzjonijiet Elettriċi (S.L. 545.24), ir-Regolamenti dwar il-Provvista tal-Ilma (S.L. 545.03) u l-lijijiet, regoli u proceduri oħra kollha applikabbli. Nikkonferma li qrajt u li se noqgħod, mingħajr riservi, għall-kundizzjonijiet kollha mniżżla f'din il-formola. Jiena nidhol responsabbli għall-eżattezza u l-verità tal-informazzjoni pprovduta u naqbel li kull inezattezza għandha tkun suġġetta għat-termini tal-lijijiet ta' Malta, u bħala riżultat, fost affarijiet oħra, jista' jkun hemm sospensjoni tas-servizz u/jew jittiehdu passi għudizzjarji fil-Qorti. ARMS Ltd, Enemalta plc u l-Korporazzjoni għas-Servizzi tal-Ilma jirriservaw id-dritt illi jikkancellaw u jirrevokaw l-għotja tas-servizz/i f'isem l-applikant permezz ta' din il-formola f'każ illi l-informazzjoni pprovduta ma tkunx korretta u/jew f'każ illi jkun hemm kontestazzjoni minn terzi persuni b'interess legittimu. Nifhem din id-dikjarazzjoni u l-konsegwenzi li ġgħorr magħha u naqbel bis-shiħ u bla riserva mal-kontenut tagħha. Nikkonferma wkoll li qrajt u fhimt l-Avviż ta' Privatezza inkluż ma' din l-applikazzjoni. Jiena qiegħed nifhem li l-entitajiet jistgħu jeżercitaw kull azzjoni legali jew għudizzjarja sabiex jiproteġu l-interessi tagħhom fil-liġi.

Firma tal-applikant

Data



## Talba għal Bdil tat-Tariffa tal-Kont

### Request to Change Billing Tariff



**A:** ARMS Ltd. - P.O. Box 63, Marsa, MRS 1000, Malta  
**E:** [customercare@arms.com.mt](mailto:customercare@arms.com.mt) **T:** 8007 2222 HELPLINE  
**W:** [www.arms.com.mt](http://www.arms.com.mt)

### Privacy Notice

Your personal data will be processed for the purposes of providing you with electricity and/or water services. Accordingly, depending on the service/s concerned by your request in this application, please note that in this Notice “We”/“Us”/“Our” means:

- Both Enemalta plc and Water Services Corporation if your request concerns both water and electricity services; or
- Enemalta plc if your request concerns electricity service only; or
- Water Services Corporation if your request concerns water service only.

Note that ARMS Ltd has been appointed as Our processor and therefore your information will also be processed by such entity on Our behalf.

### How, what and why do we collect your data?

We regularly collect personal data as part of our utility services and legal obligations. The term “personal data” refers to all information which can render you personally identifiable, and We typically process personal data such as your name, surname, ID Card/Passport number, address, contact number, contact e-mail, meter readings, billing information, account and meter number.

Irrespective of the manner that We have collected your personal data, We will only process such data for the purposes of the provision of electricity and/or water services and purposes which are inherently related thereto.

We typically process your personal data on the basis of the following legal bases:

- Entering into and performing a contract;
- Our legitimate interests in terms of security and safety purposes;
- Compliance with legal obligations imposed on Us; and
- Consent provided by yourself.

There may be instances where We may also rely on a public interest in processing your data.

We may share your personal data with selected individuals within Our companies, on a need to know basis. Your personal data may also be shared to other third parties as indicated in Our Privacy Notice mentioned hereunder. We retain your personal data exclusively for the period in which We may lawfully retain your data, which period is normally 10 years from the date you cease to be Our client. You have certain rights in relation to your personal data including: right of access, right to erasure, right to object, right to data portability, right to rectification, right to restriction, right to withdraw your consent and right to be informed of the source.

Your rights in relation to your personal data are not absolute.

More information can be accessed in Our Privacy Notice, including on how to exercise your rights, which is accessible at:

- <https://arms.com.mt/en/privacy-notice> if your request in this application concerns both water and electricity services; or
- <https://www.enemalta.com.mt/uncategorised/privacy-notice-electricity-customers/> if your request in this application concerns electricity service only; or
- <http://www.wsc.com.mt/privacy-notice/> if your request in this application concerns is water service only.

You may contact Us or Our Data Protection Officer/s if you have any queries or complaints related to the processing of your personal data at the contact details below:

ARMS Ltd Contact number: 80072222 E-mail: <a href="mailto:customercare@arms.com.mt">customercare@arms.com.mt</a> Address: ARMS Ltd Offices, Qormi Road, Luqa, LQA 9043.	ARMS Ltd Data Protection Officer Contact number: 22452725 E-mail: <a href="mailto:dpo.arms@arms.com.mt">dpo.arms@arms.com.mt</a> Address: ARMS Ltd Offices, Qormi Road, Luqa, LQA 9043.
Enemalta plc Contact number: 80072224 E-mail: <a href="mailto:customercare.em@enemalta.com.mt">customercare.em@enemalta.com.mt</a> Address: Central Administration Offices, Church Wharf, Marsa, MRS 1000.	Enemalta plc Data Protection Officer Contact number: 22980583 E-mail: <a href="mailto:dpo.em@enemalta.com.mt">dpo.em@enemalta.com.mt</a> Address: Central Administration Offices, Church Wharf, Marsa, MRS 1000.
Water Services Corporation Contact number: 80076400 E-mail: <a href="mailto:customercare@wsc.com.mt">customercare@wsc.com.mt</a> Address: Water Services Corporation, Qormi Road, Luqa, LQA 9043.	Water Services Corporation Data Protection Officer Contact number: 22443240 E-mail: <a href="mailto:dpo@wsc.com.mt">dpo@wsc.com.mt</a> Address: Water Services Corporation, Qormi Road, Luqa, LQA 9043.

You also have a right to lodge a complaint with the Office of the Information and Data Protection Commissioner in Malta ([www.idpc.gov.mt](http://www.idpc.gov.mt)).

This notice may be updated in Our sole discretion. Changes as a result of changes in applicable law or processing activities will be communicated to you prior to the commencement of the relevant processing activity.

### Applicant Declaration

I will adhere to all conditions specified in the Electricity Supply Regulations (S.L. 545.01), the Electrical Installation Regulations (S.L. 545.24), the Water Supply Regulations (S.L.545.03) and all other applicable rules and procedures. I have read and will adhere without reservation to all conditions specified in this form. I am fully responsible for the accuracy and for the truthfulness of the information provided and any inaccuracy shall be dealt with in terms of the Laws of Malta and shall result, amongst others, in the suspension of the supply and/or in the institution of judicial proceedings. ARMS Ltd, Enemalta plc and Water Services Corporation reserve the right to cancel and revoke the supply of service/s given in the name of the applicant by virtue of this application form if the information provided is incorrect and/or is contested by any third party having a legitimate interest. I understand this declaration and the consequences thereof and agree entirely and without reservation with its contents. I also confirm to have read and understood the applicable Privacy Notice included with this application. I understand that the entities can exercise any legal or judicial action as may be necessary to protect their interests at law.

Applicant's signature

Date



## Talba għal Bdil tat-Tariffa tal-Kont

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### TERMINI U KUNDIZZJONIJIET TA' AWTORIZZAZZJONI GĦAL HLAS DIRETT

- Jien/aħna nawtorizzawk tħallas b'mod dirett mill-kont tiegħi/tagħna skont kif jidher hawn fuq u tghaddi l-flus lil ARMS Ltd, wara talba għal ħlas minn din tal-aħħar.
- Jien/aħna naqblu li l-ammont li se jitnaqqsilna u d-data ta' dan id-debitu jvarjaw, iżda ARMS Ltd għandha tinnotifikani/a bil-quddiem fuq l-ammont tal-flus li se nħallsu b'mod dirett u d-data tal-ħlas. Jien/aħna naqblu li l-bank m'għandux ikun marbut li jivverifika jekk dan l-avviż bil-quddiem intbagħatx.
- Jien/aħna naqblu li l-bank għandu dmir li jew jirrifjuta milli jħallas jew jirtira pagament jekk il-kont fil-bank tiegħi/tagħna ma jkollux flus biżżejjed biex iħallas il-pagament. Naqbel/naqblu li kull tariffa mħallsa mill-bank minħabba nuqqas ta' flus fil-kont, titnaqqas mill-kont tiegħi/tagħna.
- Jien/aħna nifhmu li f'każ li tranżazzjoni awtorizzata tiġi rifjutata mill-bank minħabba li ma jkollokx biżżejjed flus fil-kont bankarju, trid tħallas €35.
- Meta tiffirma l-formula tal-mandat qed tawtorizza lil ARMS Ltd biex tibgħat istruzzjonijiet lill-bank tiegħek biex jiddebitalek il-kont bankarju skont l-istruzzjonijiet mogħtija minn ARMS Ltd.
- Bħala parti mid-drittijiet tiegħek, int intitolat għal rifużjoni mill-bank tiegħek skont it-termini u kundizzjonijiet tal-ftehim tiegħek mal-bank. Talba għal flus lura trid issir fi żmien 8 ġimgħat li jibdew mid-data ta' meta l-kont tiegħek ġie debitat.
- Naqbel/naqblu li l-bank/ARMS Ltd jista' jtemm it-talba għal ħlas dirett skont id-diskrezzjoni tiegħu billi javża lili/lilna u lill-bank/ARMS Ltd bil-miktub.
- Jien/aħna għandna ninfurmaw lill-bank u lil ARMS Ltd bil-kitba kemm-il darba jien/aħna nixtiequ nitterminaw it-talba tagħna għal ħlas dirett.
- Skontijiet, fejn applikabbli, jistgħu jinbidlu mingħajr l-ebda avviż u japplikaw mill-kont li jmiss. Skontijiet fuq kont imħallas bi ħlas dirett jiġu kkreditati fuq il-kont li jmiss.
- Ir-roħs applikabbli għal ħlasijiet diretti ma japplikax f'każijiet fejn l-ammont totali dovut fuq il-kont ikun bi kreditu.
- L-arretrati kollha jridu jithallsu qabel issir l-applikazzjoni għal dan is-servizz.
- Naqbel/naqblu li ma nagħmlux ħsara lill-bank jekk iseħħ xi żball li ma jkunx tort tiegħu jew li l-bank ma jkollux kontroll fuqu.
- Dan id-dokument jista' jinżamm minn ARMS Ltd u t-talba ta' ARMS Ltd biex isir ħlas dirett mill-kont tiegħi/tagħna jsir ladarba l-bank ikun jaf li ARMS Ltd għandu din l-awtorità.



**R**

## Talba għal Bdil tat-Tariffa tal-Kont

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**W:** [www.arms.com.mt](http://www.arms.com.mt)

### DIRECT DEBIT TERMS & CONDITIONS

- I/we authorise you to effect a direct debit to my/our account detailed in mandate and to credit ARMS Ltd following a request to this effect by the latter.
- I/we understand that the amount to be debited and the date of such debit varies. ARMS Ltd shall notify me/us in advance of the amount and date of the debit through the issue of an ARMS Ltd invoice or instalment plan notice. I/we also understand that the bank shall not be bound to verify whether such advice notice has been given.
- I/we understand that the bank is at liberty to either refuse to effect payment or to reverse a payment if my/our bank account does not have sufficient funds to meet the direct debit amount. I/we also understand that any charges levied by the bank due to insufficient funds shall be debited to my/our account.
- I/we understand that a fee of €35 is chargeable if collection of an authorised transaction is rejected by the bank due to insufficient funds.
- By signing the mandate from you authorise ARMS Ltd to send instructions to your bank to debit your account and your bank to debit your account in accordance with the instructions from ARMS Ltd.
- As part of your rights, you are entitled to a refund from your bank under the terms and conditions of your agreement with your bank. A refund must be claimed within 8 weeks starting from the date on which your account was debited.
- I/we understand that the bank/ARMS Ltd may terminate these Direct Debit instructions as its sole discretion by advising me/us and the bank/ARMS Ltd in writing.
- I/we shall inform the bank and or ARMS Ltd in writing if I/we wish to cancel a mandate.
- Discounts, where applicable, are subject to change without notice and will apply from your next bill. Discounts for a bill paid by direct debit are credited to the subsequent bill.
- Discounts applicable to Direct Debit collections shall not apply where the total amount due on the bill is in credit.
- All arrears need to be paid before applying for this service as otherwise the total amount due will be debited.
- I/we fully undertake to keep the bank harmless and fully indemnified against any liability, loss or damage the bank may incur for any reason which is beyond the bank's control in consequence of making this facility available.
- The original mandate is retained by ARMS Ltd and ARMS Ltd's request to debit my/our account may be confirmed by the bank that ARMS Ltd possesses this authority.



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