

The Energy & Water Agency

WHO WE ARE

The Energy & Water Agency is an entity within the Ministry for the Environment, Energy and Public Cleanliness. Since starting in 2014, the mission has been to ensure the security, sustainability and affordability of energy and water in Malta. As a governmental agency, we formulate and coordinate the implementation of the Government's national policies for energy and water, as well as EU legislation for energy and water sustainability. We also act on laws and set in motion policies related to renewable energy, energy efficiency, water demand management, and the security of Malta's electricity and water supply.

Through extensive modelling and research, we forecast Malta's energy and water demands and work to ensure energy and water are delivered across the country in an environmentally stable way.

OUR COMMITMENT TO CLIENTS

Level of service to expect when contacting or visiting our Offices:

- o We will treat you with respect and in a professional manner.
- o We guarantee confidentiality on any information exchange.
- o Our service standards are in line with Directive 4-2, Standards for Service of Excellence offered by the Public Administration to the Public and Public Employees.
- o The list of services offered can be found in the following link <https://energywateragency.gov.mt/schemes/>

WHAT TO EXPECT WHEN YOU CONTACT US

Specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. We commit to answer your query within 1 working day, or as per timeframes stipulated in Directive 4-2.

When you contact us by phone

We commit ourselves to answering the phone within 3 rings, in a clear and knowledgeable manner. Staff will identify themselves and treat you with courtesy and respect.

When you visit our Offices

Our Offices are safe, clean and enable accessibility to services for persons with disability. Waiting time will be of approximately 15 - 20 minutes under normal circumstances.

CLIENT RESPONSIBILITIES

Clients are expected to: Provide full and correct information. Treat staff with courtesy and respect. Adhere to timeframes and allocated appointments when applicable.

WE VALUE YOUR FEEDBACK

If you would like to submit feedback, suggestions, or complaints kindly:

- o Contact us as per details shown here: [Contact Us - EWA](#)
- o Through servizz.gov by calling on 153, or online on [Submit a Complaint](#)

Your confidentiality will be guaranteed. Expect our feedback within 5 working days

When you contact us by letter or email

We will send an acknowledgment within 1 working day from receipt of your letter or email

Appointments

Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 3 working days from the date of request. However, appointments may be dependent on department waiting lists and urgent requests which may take priority.

HOW TO CONTACT US

- o The Energy & Water Agency, Pinto Business Centre, Triq il-Mithna, Qormi, Malta
- o Monday to Friday: 09:00 - 14:00 Weekends, & Public Holidays: Closed
- o <https://energywateragency.gov.mt/>
- o Contact us: info-energywateragency@gov.mt +356 2229 2558
- o Through Social Media:

