Welcome to the new version of the Electronic Customer Service Office „EBOK"!

– A modern look, the same trusted functionality –

AQUANET Electronic Customer Service Office

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SUMMARY   SETTLEMENTS   SERVICE LOCATIONS   APPLICATIONS AND COMPLAINTS   CONTRACTS AND DATA

1

👥 **CHANGE CLIENT**   +👤 **ADD CLIENT**   Client number: **1234-567-89**
John Smith

2   **3**   show ▾   **4**

Your current balance

0,00 PLN

Date of last balance recalculation
6   **19.01.2026**

SETTLEMENT DETAILS

5

📝 **ENTER WATER METER READING**

Ile kosztuje litr wody z kranu?
MNIEJ NIŻ GROSZ!
0,006* zł
*cena brutto dla gospodarstw domowych
WODA
AQUANET

Service locations

🏠 1234-567-89 Przykładowa 1
🏠 9876-543-21 Przykładowa 2

‹   ›

8

SHOW MORE

7

📝 **SUBMIT APPLICATION**

Nowy wygląd EBOK

Witamy w nowej odsłonie Elektronicznego Biura Obsługi Klienta!
- Nowoczesny wygląd, te same sprawdzone funkcjonalności -

Jeśli coś zwróci Twoją uwagę lub masz pomysł na ulepszenie, napisz do nas: klient@aquanet.pl lub poprzez wniosek "zapytanie" dostępny w sekcji z wnioskami.

Nie możesz się odnaleźć w nowym układzie EBOK? Zajrzyj do naszego przewodnika.

1 **Profile Icon** – here you can manage your user account settings: change your password, set up two-factor authentication, and choose which notifications you want to receive from us.

2 „Change Client" button – opens a window with a list of clients linked to your user account. Select the desired entry by marking the dot on the left and confirm your choice to switch to another client. You can also disconnect a client whose data you no longer want to see.

3 „Add Client" button – if you want to add a client other than the one currently linked to your account, you can do so by clicking this button. It opens a form where you confirm your authorization to access the selected client's data. You need to provide two invoice numbers or a contract number and the client number.

4 Client Data Dropdown – here you can change the email address for receiving e-invoices and the contact email address. To confirm changes, click the verification link sent to the specified email. Without confirmation, the change will not be applied. Changing the phone number requires entering a code sent via SMS.

5 „Enter Water Meter Reading" tile – takes you to the service locations where you can submit your water meter reading.

6 Current Balance – a summary of your settlements. Please note that the balance is updated with a slight delay due to payment processing. Details are available in the „Settlements" tab.

7 „Submit Application" tile – takes you to the section with your applications and complaints.

8 Service Locations List Preview – navigate through this quick list using arrows or go to the full overview of your service locations.

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SUMMARY SETTLEMENTS SERVICE LOCATIONS APPLICATIONS AND COMPLAINTS CONTRACTS AND DATA

| 👥 CHANGE CLIENT | ➕👤 ADD CLIENT | Client number: **1234-567-89** **John Smith** |

Client profile

show ⌄

| SETTINGS | USERS | RECEIVER GROUPS | | CHANGE PASSWORD | REMOVE ACCOUNT |

9   **10**   **11**   **12**

User data

E-mail
john.smith@mail.com

Phone number
123-456-789

Two-factor authentication method
SMS message

CHANGE EMAIL ADDRESS	**13**
CHANGE PHONE NUMBER	
CHANGE TWO-FACTOR AUTHENTICATION METHOD	**14**

Notifications

Chcę dostawać powiadomienia o wystawieniu nowej faktury oraz faktury korygującej przez:
☑ E-mail   ☐ SMS

Chcę dostawać powiadomienia o wystawieniu upomnienia przez:
☑ E-mail   ☐ SMS

Chcę dostawać powiadomienia że termin płatności mija za 3 dni przez:
☑ E-mail   ☑ SMS

Chcę dostawać powiadomienia że termin płatności mija dziś przez:
☑ E-mail   ☑ SMS

| SAVE CHANGES | **15** |

CO to know eBOK Security Terms of Service Privacy Policy Accessibility Declaration Contact

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9   **User List** – shows all users linked to the client profile. There may be multiple users if, for example, you share access to invoices. Administrator rights allow access to all client data, while standard user rights depend on settings that can be adjusted here.

10   **Receiver Groups** – if a client has contracts for multiple addresses (service locations), they can be grouped as needed. User permissions can then be assigned to specific groups, e.g., a housing cooperative assigning blocks to different managers.

11   **Password Change** – set a new EBOK password here. The change must be confirmed by logging in again and entering a code from your chosen authentication method.

12   **Account Deletion** – deleting your EBOK account will not interrupt service or remove data necessary for contract execution. However, the deleted user will lose access to invoices and other EBOK data. To regain access, you must register again. If you only want to disconnect a client without deleting your account, use the „Change Client" option.

13   **Change User Email / Phone Number** – when changing these details, you must enter a confirmation code sent to your email or phone. Note that these are user details, not client details. Changing your email here does not affect the e-invoice delivery address.

14   **Change Two-Factor Authentication Method (2FA)** – you choose the additional authentication method during your first EBOK login, but you can change it anytime. Confirmation requires entering a code.

15   **Notifications** – all consents are selected by default. If you do not want certain notifications or prefer a single communication channel, you can deselect them. These are additional notifications sent alongside e-invoices.

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SUMMARY **SETTLEMENTS** SERVICE LOCATIONS APPLICATIONS AND COMPLAINTS CONTRACTS AND DATA

👥 **CHANGE CLIENT**   +👤 **ADD CLIENT**   Client number: **1234-567-89** **John Smith**

show ▾

Settlements

Issue date
| rrrr-mm-dd 📅 | - | rrrr-mm-dd 📅 |

Amount
| From | - | To |

APPLY FILTERS

▼ Advanced filtering

16

| Last month | Last 50 days | Last year | **All history** |

CLEAR FILTERS

Unpaid

Pay	Type ⇕	Invoice number ⇕	Refers to ⇕	Issue date ⇕	Payment due date ⇕	Amount ⇕	To pay ⇕	Actions
☐	FVSP	FRP/26/01/0...	05.11.2025-31.12.2025	02.01.2026	19.01.2026	178.21 PLN	178.21 PLN	PREVIEW PAY

17

‹ 1 ›

18

Processing

Type ⇕	Invoice number ⇕	Refers to ⇕	Issue date ⇕	Payment due date ⇕	Amount ⇕	To pay ⇕	Actions

19

No invoices to display

Paid

Type ⇕	Invoice number ⇕	Refers to ⇕	Issue date ⇕	Payment due date ⇕	Amount ⇕	Actions
FKSP	FKP/25/08/0...	03.05.2025-03.07.2025	11.08.2025	11.08.2025	-341.88 PLN	PREVIEW

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Design and execution: PROGRAMA © Aquanet S.A.

16 Filtering – to find a specific invoice, use filters. Basic filters (by date and amount) are visible immediately, while advanced options include searching by invoice type and address point.

17 Online Payments – you can select multiple invoices or pay them individually. The „Pay" button redirects you to the payment operator przelewy24.pl. You can pay via BLIK, card, bank transfer, or digital wallets (Apple Pay, Google Pay, etc.).

18 Invoice Preview – you can view and download your invoice. If you run a business, note that EBOK only provides a visualization of your invoice – download the actual invoice from KSeF.

19 Invoice Processing – your invoice appears here when you start the payment process in EBOK. If payment is successful, it moves to the „Paid" section. If payment is interrupted, the invoice stays here for one hour awaiting confirmation or rejection. After that, it returns to „Unpaid" invoices for another attempt.

Did you know that…

paying invoices directly in EBOK is commission-free?

Unlike other utilities, Aquanet does not charge extra fees for EBOK payments. You pay only the invoice amount!

ΛQUΛΝeT Electronic Customer Service Office

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SUMMARY   SETTLEMENTS   **SERVICE LOCATIONS**   APPLICATIONS AND COMPLAINTS   CONTRACTS AND DATA

| CHANGE CLIENT | ADD CLIENT | Client number: **1234-567-89** **John Smith** |

show ⌄

Service locations

20

Search recipient [Enter the name, number or address of the service location]   [SEARCH]   or select from the list [Select ⌄]

21

🏠 **John Smith**
Service location number: **9876-543-21**

Service location name: Dom mamy [EDIT]
Service location address: **Przykładowa 2, 00-000 Poznań**

22
[ENTER READING] [READINGS] [INVOICES]

23

Reading date ⇕	Water meter number	Water meter state	Description
31.12.2025	59467602	350.00	Recorded by the system
04.11.2025	59467602	336.00	Recorded by the system
25.09.2025	59467602	320.00	Recorded by the system

‹ 1 2 3 4 5 6 7 8 … 13 ›

24

25

🌲 **John Smith**
Service location number: **1234-567-89**

[ADD YOUR OWN NAME]
Service location address: **Przykładowa 1, 00-000 Poznań**

[ENTER READING] [READINGS] [INVOICES]

Reading date ⇕	Water meter number	Water meter state	Description
05.09.2025	72173140	77.00	Recorded by the system
05.05.2025	72173140	45.00	Recorded by the system
14.11.2023	72173140	21.00	Recorded by the system

‹ 1 2 3 4 5 6 7 ›

‹ 1 › **26**

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20 Service Locations List – a dropdown list of addresses under your contract.

21 Custom Naming – you can assign your own name to a service location. Only you will see it, making identification easier if you have multiple locations.

22 Entering Readings – you can enter your water meter reading manually. It will appear on the list and be automatically sent to our billing system. If possible, an invoice will be issued within a few days.

23 „Invoices" button – switches the reading list to a list of invoices for the selected location.

24 Icons – house and tree icons help distinguish the main domestic water meter from the garden meter (measuring water irreversibly used).

25 Reading Pagination – pages of water meter readings are numbered. You can navigate to older readings here.

26 Page Pagination – if you have multiple meters, they may be on separate pages.

Did you know that…

the footer of every EBOK page contains links to our website, where you can find full Aquanet contact details and current tariffs?

There's also a chat available 24/7 with our virtual assistant Basia. From Monday to Friday, 7:30 AM to 3:00 PM, you can also chat with our staff.

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SUMMARY   SETTLEMENTS   SERVICE LOCATIONS   **APPLICATIONS AND COMPLAINTS**   CONTRACTS AND DATA

CHANGE CLIENT   ADD CLIENT   Client number: **1234-567-89**
John Smith

show ▾

Applications and complaints

APPLICATIONS	COMPLAINTS
27	**28**

SUBMIT APPLICATION **29**

Applications

Sent date ⇕	Type	Actions	
30.12.2025	Wniosek o zmianę danych	**30** PREVIEW	DOWNLOAD
16.12.2025	ZAPYTANIE	PREVIEW	DOWNLOAD
01.12.2025	ZAPYTANIE	PREVIEW	DOWNLOAD

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SUMMARY   SETTLEMENTS   SERVICE LOCATIONS   APPLICATIONS AND COMPLAINTS   **CONTRACTS AND DATA**

CHANGE CLIENT   ADD CLIENT   Client number: **1234-567-89**
John Smith

Contracts and data

Contract data

Name	Tax ID	Client address
John Smith	-	**Przykładowa 1, 00-000 Poznań**
Client No.	REGON	
1234-567-89	-	

31

SUBMIT REQUEST TO CHANGE DATA

Contracts

Number ⇕	Created at ⇕	Client number	Client address
123456 **32**	01.07.2015	**1234-567-89**	**Przykładowa 1, 00-000 Poznań**

27 Applications – here you'll find a list of applications and inquiries you've submitted. You can sort them by submission date.

28 Complaints – here you'll find your submitted complaints, sortable by date. Clicking a „complaint" shows a button to submit a new one.

29 „Submit Application" button – opens a list of applications you can submit via EBOK. For inquiries, use the „Zapytanie" form. If you don't find the needed application here, others are available at aquanet.pl. Remember: transferring a contract to another person requires submitting a new contract application, not a data change application.

30 „Preview" and „Download" buttons – you can view or download a submitted application.

31 Data Change – if your details have changed, you can update them via a „Wniosek o zmianę danych" application.

32 Contracts – here you'll find a list of the client's contracts. Unfortunately, we do not currently provide access to contract content.

Did you know that…

you can change the language, contrast, and font size using the buttons in the top-right corner of every EBOK page?