

4 Service costs

	2017	2016 adj	Change
Transport and storage	941.0	979.0	(38.0)
Work and maintenance charges	373.2	308.4	64.8
Waste transport, disposal and collection service	299.0	280.6	18.4
Fees paid to local authorities	71.2	77.8	(6.6)
IT and data processing services	39.5	37.8	1.7
Professional, legal and tax services	28.5	27.1	1.4
Other commercial services	26.2	19.4	6.8
Rents and leases payable	24.8	23.9	0.9
Technical services	19.5	18.4	1.1
Recruitment training and other staff cost	19.3	17.7	1.6
Insurances	16.8	16.0	0.8
Postal and telephone cost	16.3	14.6	1.7
Agency cost	15.8	13.5	2.3
Bank fees and charges	11.4	11.0	0.4
Cleaning and security costs	7.8	7.9	(0.1)
Legal and financial announcements and advertising, communication with customers	6.4	7.7	(1.3)
Meters reading	6.5	6.8	(0.3)
Remuneration to statutory auditors and directors	5.5	4.7	0.8
Fees payable	4.3	4.5	(0.2)
Other service costs	19.3	19.9	(0.6)
Total	1,952.3	1,896.7	55.6

"Transport and storage" includes the costs of distributing, transporting and storing gas as well as electricity distribution.

"Charges for works and maintenance" includes the costs for the construction or improvement of Infrastructures under concession pursuant to the application of the IFRIC 12 interpretation and costs for maintaining the plants: The change from the previous financial year is due to greater investment in the networks held under concession, as already indicated in the note 2 "Other Operational Revenues", and by the increase in restoration activities associated with the environmental business.

"Waste transportation, disposal and collection", the increase is mainly due to the changes in the scope of consolidation due to the acquisition of the "Teseco" business branch and the Aliplast Group.

The item "Fees paid to local authorities" includes the charges incurred for the use of public owned networks, fees paid to companies that own these assets for the rent of gas, water and electricity cycle assets, and the leasing of the drop-off points. The reclassification, with respect to the previous year, of the fees paid to land reclamation Consortia, relevant Authorities and Mountain Communities under the item "State rentals" included in "Other operating expenses".

"Various commercial services", the change is mainly attributable to the increase of gas and electricity sales, which involves the need to strengthen the commercial support structures (management of help desks and contact canterers).

"Other costs for services" includes the items concerning consumption, organizational services and laboratory analyses.