

SEDIF IN FIGURES

2014 EDITION

SYNDICAT DES EAUX D'ILE DE FRANCE

SEDIF

SERVICE PUBLIC DE L'EAU

FOREWORD

FROM THE PRESIDENT



THE LARGEST PUBLIC WATER UTILITY IN FRANCE

Producing over 700,000 m^3 of water every day, SEDIF can claim the title of France's largest public water utility. SEDIF delivered 236 billion liters to consumers in 2013 through a network of pipes stretching nearly 5,220 miles.

SEDIF and its delegated provider manage a consolidated budget of nearly €575 million excl. tax and develop leading-edge production and distribution technologies at three of the world's highest-performance plants located along the major watercourses snaking across the Paris region (Seine, Marne and Oise rivers areas).

By investing up to €150 million excl. tax each year in its continuously-monitored facilities, SEDIF guarantees safe water in response to subscribers' needs.

Hundreds of analytical tests are taken along the watercourse, even at the consumer's tap, to guarantee that SEDIF's water is safe for users.

ISO 14001 certification bears testament to the public water utility's environmentally-friendly credentials.

As part of its aim to deliver the best service, SEDIF can leverage its modern customer relations center and such features as the Quality Forum, which constantly evaluates user satisfaction.

This practically-sized brochure contains the key figures that will allow everyone to appreciate the resources that SEDIF implements to supply water of flawless quality to users' home 24 hours a day, 365 days a year, for €1.4760 excl. tax*, without any waste.

Ensemble

ANDRÉ SANTINI
President of SEDIF

* As of January 1, 2014, for 1 m^3, i.e. 1,000 liters of water

SEDIF'S IDENTITY AND ROLE

Created in 1923, the Syndicat des Eaux d'Ile-de-France (SEDIF) is a public utility that is responsible for supplying drinking water to subscriber towns and municipalities in the Greater Paris area.



SEDIF is governed by elected members of those towns and municipalities, and supplies water to 4.4 million users every day, representing 149 towns municipalities in 2014 across seven regions of Greater Paris, excluding the City of Paris.

SEDIF is the leading public water utility in France and one of the largest in Europe.

As an organizing authority, client and owner of all its facilities, SEDIF uses a transparent process for all its major strategic decisions: it sets the price for drinking water, it defines the policy for managing its assets and investments, and it sets the high quality of service expected by users. It carries out all renewal work with the focus on continually raising the bar on service quality and supply chain security, with carefully-controlled water prices that finance all service expenses.

As part of an outsourcing agreement, SEDIF has entrusted management of the public water utility to a delegated provider, which oversees all operations and maintenance according to the rules laid down and monitored by SEDIF.

Headcount in 2013

104
AGENTS
belonging to the local civil service or non-career officials

1,501
PEOPLE
employed by SNC Veolia Eau d'Ile-de-France, SEDIF's delegated provider

BOARD AS OF MAY 21, 2014

The President



ANDRÉ SANTINI
- Former Minister
- Deputy and Mayor of Issy-les-Moulineaux
- Chairman of the Seine-Normandy Basin Committee
- Chairman of the Supervisory Board of Société du Grand Paris

Vice Presidents (in order of election)



CHRISTIAN CAMBON
- Mayor of Saint-Maurice
- Senator of Val-de-Marne



JACQUES MAHÉAS
- Mayor of Neuilly-sur-Marne



LUC STREHAIANO
- Mayor of Soisy-sous-Montmorency
- Delegate Vice President of the Val d'Oise General Council
- President of the Vallée de Montmorency township committee



GILLES POUX
- Mayor of La Courneuve
- Vice President of the Plaine Commune township committee



HERVÉ MARSEILLE
- Mayor of Meudon
- Senator of Les Hauts-de-Seine
- Vice President of the Grand Paris Seine Ouest township committee



RICHARD DELL'AGNOLA
- Mayor of Thiais



GEORGES SIFFREDI
- Mayor of Châtenay-Malabry
- Vice President of the Les Hauts-de-Seine General Council
- President of the Les Hauts-de-Bièvre township committee



DIDIER GUILLAUME
- Mayor of Choisy-le-Roi
- Vice President of the Seine-Amont township committee



PIERRE-ÉDOUARD ÉON
- Mayor of Méry-sur-Oise



CHRISTIAN LAGRANGE
- Deputy Municipal Councilor of Les Lilas
- Vice President of the Est Ensemble township committee



DOMINIQUE BAILLY
- Mayor of Vaujours



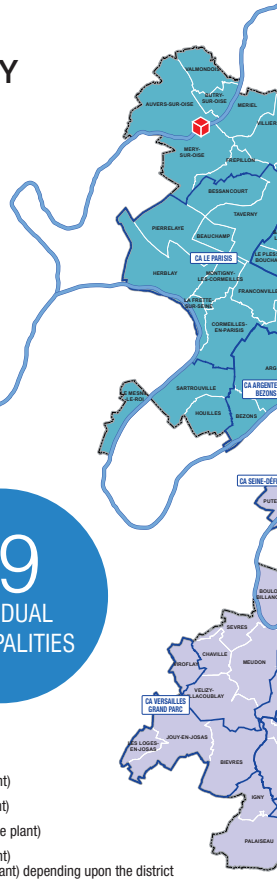
PIERRE-ÉTIENNE MAGE
- Vice Mayor of Villemomble

SEDIF'S TERRITORY AND THE ORIGIN OF WATER IN 2014

2
COMMUNITIES OF MUNICIPALITIES

14
TOWNSHIP COMMITTEES

79
INDIVIDUAL MUNICIPALITIES



Main plant

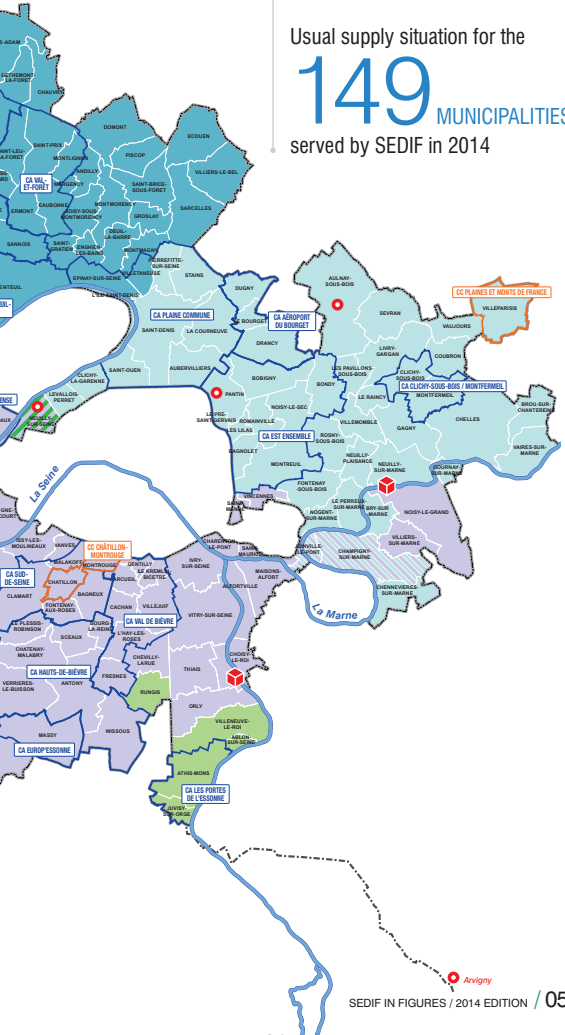
Bore well plant

- Water from the Seine river (Choisy-le-Roi plant)
- Water from the Oise river (Méry-sur-Oise plant)
- Water from the Marne river (Neuilly-sur-Marne plant)
- Water from the Seine river (Choisy-le-Roi plant) or from the Marne river (Neuilly-sur-Marne plant) depending upon the district
- Water from the Albian groundwater aquifer (Neuilly-sur-Seine plant) mixed with water from the Seine river (Choisy-le-Roi plant)
- Water from the Champigny groundwater aquifer (Arvigny unit)
- Township committee with "drinking water" authority
- Community of municipalities with "drinking water" authority

Usual supply situation for the

149 MUNICIPALITIES

served by SEDIF in 2014



FLAWLESS WATER QUALITY

To ensure safety for consumers, water must satisfy two key conditions:



› Do not contain any **micro-organisms** (bacteria, viruses or parasites) that could cause diseases.

› Do not contain **concentrations of undesirable substances** (nitrates, pesticides, heavy metals, etc.) greater than the quality thresholds defined by the public health code.

Furthermore, drinking water must satisfy comfort criteria relating to **color** and **taste**.

A TWO-TIER INSPECTION PROCESS

- Inspections under the responsibility of the Ile-de-France Regional Health Authority are carried out by laboratories approved by France's Department of Health.
- The delegated provider conducts inspections on water resources, treatment processes and the distribution network, including continual monitoring of specific parameters.

For some parameters, SEDIF pursues quality requirements that are even more stringent than current legislation.

Transparent information on resource quality and the initiatives to protect water has been posted in the «Resource Forum» section of SEDIF's website since 2013: **www.sedif.com**

Close to

220,000

ANALYSES A YEAR as part of the self-monitoring program, as well as close to

130,000

ANALYSES by the legislative health inspection, guarantee the quality of the water distributed by SEDIF.

THE MAIN PARAMETERS UNDER CLOSE SCRUTINY

France's public health code specifies the regulations for drinking water.

- **Bacteriological indicators:** no germs indicating possible fecal contamination must be found in 100 ml of water.
- **Chlorine:** used as a disinfectant during the water production process, chlorine is present in the distribution network to prevent bacterial development. It is not one of the parameters used to define drinking water quality.
- **Hardness:** relating to the total quantity of dissolved calcium and magnesium salts, hardness is expressed in French degrees. 1°f is equivalent to 10 mg/L of calcium carbonate. Very hard water has a level above 30 °f, while very soft water is below 10 °f.
- **Nitrates:** used in the agricultural industry as fertilizer, nitrates must not exceed a concentration of 50 mg/L in the water supply.
- **Pesticides:** these are synthetic molecules (weed-killer, insecticides, fungicides, etc.). The standard limits their concentration to 0.1 µg/L for each substance. In addition, the total amount of pesticides must not exceed the limit of 0.5 µg/L.
- **Aluminum:** French regulations have set a quality baseline of 200 µg/L, which is considered to indicate that the coagulation treatment process is functioning correctly. SEDIF imposes a threshold of 100 µg/L.
- **Mineral constituents** calcium, magnesium, sodium, potassium, fluorine, sulfates and chlorides are naturally occurring compounds in water and are essential to our well-being.
- **Lead:** since late 2013, the lead content of the water reaching the consumer's tap must not exceed 10 µg/L.
- **Bromates:** formed by the oxidization of bromine by ozone, their content must be less than 10 µg/L. The lowest value must be targeted without compromising the effectiveness of the disinfection process.



THE PRICE OF WATER IN 2014

The water bill contains two distinct components:

THE PRICE OF DRINKING WATER, WHICH IS THE SOLE RESPONSIBILITY OF SEDIF...

As of January 1, 2014, the price of water excluding tax and wastewater treatment costs (quarterly subscription included) is identical in the 149 municipalities and amounts to **€1.4760 [1] for 1,000 liters of water** (limited increase of 0.4% compared to 2013).

(1) For an average consumption of 120 m³ a year.

... TAX AND FEES DUE TO OTHER ORGANIZATIONS

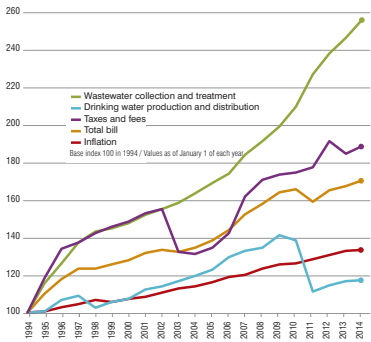
The average water bill including tax and wastewater treatment costs is €4.2127 (as of January 1, 2014, varying between **€2.2036 and €5.3159 per m³ according to the town).**

1,000 liters of water (1 m³) cost €4.2127 on average, including tax and wastewater treatment costs, i.e.

€ 0.0042/liter

TREND IN WATER PRICES

COMPARED TREND IN BILL COMPONENTS AND INFLATION OVER 20 YEARS



+ 152.8% in 20 years, i.e. 4.75% a year

+ 88.5% in 20 years, i.e. 3.22% a year

+ 70.3% in 20 years, i.e. 2.70% a year

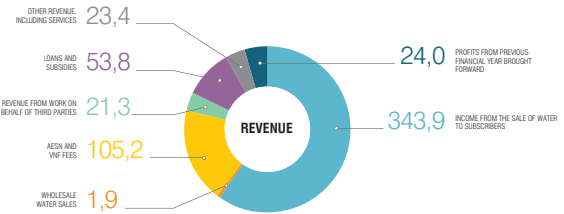
+ 32.8% in 20 years, i.e. 1.43% a year

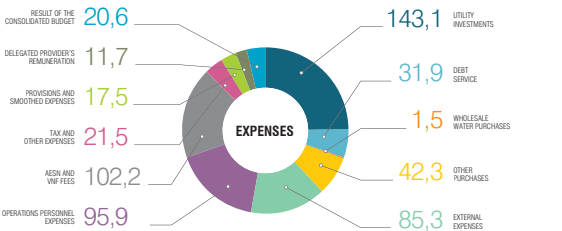
+ 17.6% in 20 years, i.e. 0.82% a year

WATER UTILITY CONSOLIDATED BUDGET 2013

Consolidated revenue and expenditure for the 2013 financial year

€ 573.5M excl. tax





WATER UTILITY COST ANALYSIS IN 2013

Understanding the use of each cent of the drinking water component on the water bill as of January 1, 2013 based on consumption of 120 m³.

FINANCIAL RESOURCES

LOANS
€ 0,03

Net borrowing (balance between new loans and capital repayments on the loans taken out over previous years) represents additional financing of 3.0 cents for 1,000 liters of water

PRICE PAID BY USERS

€ 1,47 excl. tax per m³

(1,000 liters of water)

FROM THE

PRODUCTION
€ 0,37

SEDIF average production cost, including backup costs (secondary plants and water purchases)

DAY-TO-DA
(OPERATIO

Water utility operations are carried out by close to 1,500 people employed by the delegated provider; payroll costs are the highest expense item (€ 0.42)

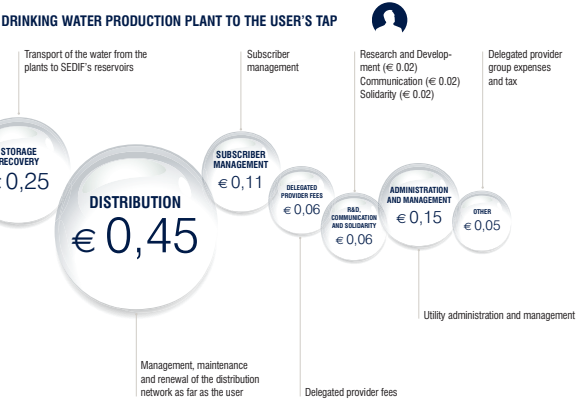
UTILITY
OPERATIO
€ 0,8

Method: the fraction of the bill relating to the water utility (35.7%) is analyzed here from two different perspectives in order to understand how the utility's financial resources:

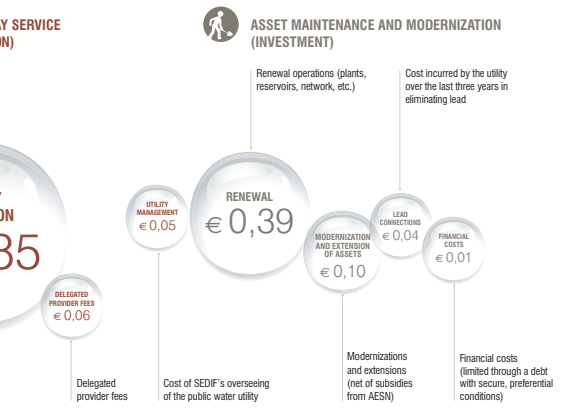
1. Cover the **expenses divided between SEDIF's different missions.**
2. Are used to finance the utility's different expenses, according to their type: **current operating expenses, asset maintenance and modernization.**

This work cannot be seen directly in the utility's accounts, but results from the complex additional analysis of the different accounting entries.

Breakdown in expenses according to the water utility's missions



Breakdown in expenses according to type



SEDIF PRODUCTION FACILITIES
(2013 data)

96 % of the water produced comes from SEDIF'S three main plants along the major watercourses in the Ile-de-France region.

THE CHOISY-LE-ROI (SEINE RIVER) PLANT supplies 291,000 m³ a day on average to 1.84 million inhabitants in southern Paris (maximum capacity of 600,000 m³/day).



THE NEUILLY-SUR-MARNE / NOISY-LE-GRAND (MARNE RIVER) PLANT supplies 260,000 m³ a day on average to 1.64 million inhabitants in eastern Paris (maximum capacity of 600,000 m³/day).



THE MÉRY-SUR-OISE (OISE RIVER) PLANT supplies 158,000 m³ a day on average to 840,000 inhabitants in northern Paris (maximum capacity of 340,000 m³/day).



4 BORE WELL PLANTS in Arvigny[1] (Champigny limestone), Aulnay-sous-Bois[2] (Albian and Ypresian), Neuilly-sur-Seine (Albian) and Pantin[2] (Albian)

4 % comes from groundwater treatment facilities

LA DISTRIBUTION

45 pumping stations and **67** reservoirs

799,810 m³ drinking water storage capacity

4 early warning stations positioned upstream and **3** located at the water intakes of the main production plants

8,387 km of pipes

570,057 connections

(1) The Arvigny unit features one groundwater production plant, seven remote wells and one supply system (2) Closed for renovation

ISO 9001 AND ISO 14001 CERTIFICATION



Within the government procurement sector, SEDIF actively pursues a policy that champions transparency, continual improvement, compliance with legal requirements and control over placement and payment lead-times. **ISO 9001 certification** was renewed in 2012 for the placement, performance and payment of any public purchases, and maintained in 2013 and 2014 as part of an integrated quality and environmental management system.
ISO 14001 certification was renewed in 2014 for the environmental management of all SEDIF's activities throughout its territory.
Although its activity produces very little pollution, SEDIF has willingly adopted the environmental standard in a bid to prevent any risk of accidental pollution, preserve water resources, protect the landscape and biodiversity, guarantee environmental protection measures in all its operations, rein in energy use and minimize greenhouse gas emissions.

QUALITY OF SERVICE

SEDIF measures the performance of the service delivered by its delegated provider and commissions surveys to ascertain user satisfaction.

KEY PERFORMANCE INDICATORS

136 indicators have been defined in the outsourcing agreement with the delegated provider to measure the performance of the service delivered. The indicators cover all operational and service aspects, including user relations, water quality and safety, facility management, environment, works and social issues.
In terms of works, indicators define specific lead-times for carrying out ground repairs and modernizing a given number of connections every year. The delegated provider is also committed to ensuring service continuity in case of any water outages.
This system reflects the continual improvement objective pursued by SEDIF and its delegated provider; the target values go over and above legal requirements and are subject to financial penalties if values are not met.

QUALITY FORUM FOR THE PUBLIC WATER UTILITY

Serving both SEDIF and the delegated provider, the Forum polled 4,029 users in 2013 (subscribers, non-subscribers, building and facility managers, and so on) in all member towns. Overall satisfaction remained high in 2013, reaching 90% among residential subscribers.

Questions also zeroed in on users' satisfaction following their last phone call to the Customer Relations Center (CRC). In 2013, the CRC's overall satisfaction rate achieved 85%.

AVAILABLE TO USERS

As part of its aim to provide an increasingly effective response to consumers' needs, SEDIF and its delegated provider Veolia Eau d'Ile-de-France have implemented a modern and diversified user relations strategy.

Just one address for all correspondence:
Veolia Eau d'Ile-de-France
94417 Saint-Maurice Cedex

Several contact methods are available to the water utility's 567,000 subscribers and also to the 4.4 million people connected to the SEDIF network.

A SINGLE CONTACT NUMBER

+33 9 69 369 900[1]: this number answers enquiries about water quality, billing, meter readings and subscription details (8 am - 7:30 pm during the week and 9 am - 12:30 pm on Saturdays). The Customer Relations Center (CRC) received 443,621 calls in 2013.

AN OUTREACH CENTER IN SAINT-DENIS

A center that disseminates information and handles subscriber case files (rue M. Faraday - Métro Carrefour Pleyel - open from 8:30 am to 5:45 pm during the week and from 9 am to 11:45 am on Saturdays).

A WEBSITE

www.sedif.com for managing subscriptions online and obtaining a wealth of information on drinking water.

EFFECTIVE HOME SERVICES

Thanks to their **"communicating vehicles"**, technicians have the necessary IT resources to travel to the consumer's home and deal with any enquiries that cannot be handled directly over the phone.

(1) Non-premium-rate number

SERVICE COMMITMENTS



In an effort to deliver a superior response to everyone's needs, the water utility is committed to meeting lead-times, informing and advising consumers, and guaranteeing zero carbon emissions. These quality objectives are defined in the brochure entitled "The 12 Clario Commitments", which can be obtained by calling +33 9 69 369 900 or through the SEDIF website.
For example, over 98% of the 63,337 letters and emails received in 2013 received a reply within a week.

THE EAU SOLIDAIRE PROGRAM

Since January 1, 2011, 1% of the water revenue due to the delegated provider has been invested in the water support program **Eau Solidaire**, which comes to the aid of households that are struggling to pay their water bills or associated rental charges.



In 2013, the program helped 2,646 subscribers pay their bill with CAPs (personal welfare vouchers) issued by welfare centers CCAS and CIAS, and 3,064 applications for the FSL housing solidarity fund were processed.

The **Cambon Act**, masterminded by SEDIF's first Vice President, came into force on January 1, 2012, and enables water and wastewater treatment utilities to earmark 0.5% of their revenue for the FSL scheme.

THE SOLIDARITÉ EAU PROGRAM

In 1986, SEDIF launched its water solidarity program **Solidarité Eau** in an effort to develop access to drinking water in the most disadvantaged French-speaking countries in Africa and Asia. These countries are cruelly lacking in drinking water. They have insufficient resources and their water sources are often of poor quality.

The Oudin-Santini Act 2005 strengthened this initiative by allowing local authorities and government agencies to plow up to 1% of their "water" budget into community support actions on an international level.



IN 28 YEARS...

Over **200 operations** have been spearheaded with SEDIF's support in partnership with NGOs (non-governmental organizations).

Late 2013, 23 million euros were used to bankroll projects aimed at developing hydraulic networks.

Over 4 million people have reaped the benefits of these projects and currently have a drinking water source close to their home.

COMMUNICATION

SEDIF strives to raise awareness of its missions and clue the public into the main challenges facing drinking water.

INFORMATION FOR SUBSCRIBERS



- **530,000 copies of the Clario Letter** are sent out to consumers every quarter along with their bill (the second-quarter issue on water quality is delivered to all mailboxes to reach out to consumers who do not receive bills).
- **The Clario newsletter** is sent out every quarter and provides additional information to the different subscribers.
- **Topical factsheets** offer practical tips and advice.
- **The water label** features specific information on the origin and mineral content of tap water.

EDUCATIONAL ACTIONS AND MEDIA

Targeting classrooms, with "Water at School" activities, educational kits, the movie "Sarah Yaga: the Water Witch", and the kit "From the cloud to the tap".



CORPORATE PUBLICATIONS

Including the "Inf'eau" review, plant data sheets and annual reports, providing readers with an overview of SEDIF's resources and activities.

MAINSTREAM COMMUNICATION

SEDIF regularly uses the press and poster campaigns to focus the spotlight on its initiatives and commitments.



SEDIF WEBSITE

www.sedif.com is a gold mine of documents and other publications ("Kiosk" heading).



An educational platform designed for children, teachers and extracurricular service providers is currently in the pipeline.

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