

The Public Water Utility in Figures 2022 Edition



**A service of
excellence for
committed
water!**

f t @SyndicatEauxIDF | in y SEDIF



SEDIF

SERVICE PUBLIC DE L'EAU

SEDIF's **identity** and role

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

SEDIF is governed by councillors from the municipalities and municipal groupings concerned, and at 31 December 2021 supplied water to 4 million users every day, representing 135 municipalities across the seven departments in the Greater Paris region, excluding the City of Paris.

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

As the contracting authority and also the owner of all its facilities, SEDIF uses a fully transparent process for all major strategic decisions, such as setting the price for drinking water, defining the policy for the management of its assets and investments, and maintaining the high level of quality of service expected for its users.

It operates with a focus on continually improving quality of service and supply chain security, while at the same time carefully controlling the price of drinking water and financing its total service costs.

Under a public service delegation agreement, SEDIF has entrusted management of the public water utility to a delegated provider that oversees all operations and maintenance according to rules laid down and closely and constantly monitored by SEDIF.



Foreword from the President

Dear friends,

In 2021, the guidelines for the future of the public water service and its 4 million users in Île-de-France were drawn up.

After many months of information and debate, conducted in complete transparency, the organisational structure of the SEDIF for the period 2024-2035 was decided in May 2021. At an extraordinary meeting of the Trade Union Committee, the elected representatives voted democratically and clearly by nearly 90% in favour of a renewed and further modernised public service delegation.

The process is currently under way, with the selection of candidates in July 2021, followed by the analysis of the bids received at the end of March 2022, and the negotiation phases until the new concession contract is signed in mid-2023.

The 15th plan (2016-2021) ended with €620 million of works and the new 10-year Multi-annual Investment Plan (PPI) started on 1 January 2022 and includes our flagship project, «Towards pure water without chlorine and limescale». Between innovation and resilience, this 15th five-year plan has demonstrated the agility and capacity of the SEDIF to continue its constant efforts to invest, modernise and renovate, despite the health crisis, for the benefit of our users. A total of 220 work operations were carried out.

We can also be proud of our international cooperation programme, which celebrated its 35th anniversary by reaching the symbolic milestone of 5 million people helped worldwide through Solidarité Eau.

These, dear friends, are the major issues that have animated our mutual commitment and solidarity for almost 100 years. I would like to take this opportunity to sincerely thank the elected representatives and staff of the SEDIF for their professionalism, which is recognised and respected, their investment and their commitment to public service.

Let's continue together to make the public water service shine!



André SANTINI

Former Minister

Mayor, Issy-les-Moulineaux (Hauts-de-Seine)

Vice-President, Métropole du Grand Paris

Vice President of the EPT of the Grand Paris Seine Ouest township committee (GPSO)

Board

Composition as of 31 December 2021

THE PRESIDENT

André SANTINI

Former Minister

Mayor, Issy-les-Moulineaux (Hauts-de-Seine)

Vice-President, Métropole du Grand Paris

Vice President of the EPT of the Grand Paris Seine Ouest township committee (GPSO)

THE 14 VICE-PRESIDENTS

(in their order of election)

The newly elected Bureau members met for the first time on 2 July 2021

1 — Luc STREHAIANO

Mayor of Soisy-sous-Montmorency (95)
Delegate Vice President of the Val d'Oise
Departmental Council
President, Plaine Vallée Agglomeration

2 — Georges SIFFREDI

Senior Vice-President, Hauts-de-Seine
Departmental Council (92)
Vice-President, Métropole
du Grand Paris

3 — Richard DELL'AGNOLA

Mayor, Thiais (Val-de-Marne)
Vice President of Grand-Orly Seine Bièvre
Vice-President, Métropole
du Grand Paris

4 — Luc CARVOUNAS

Mayor, Alfortville (Val-de-Marne)
Vice-President, Métropole
du Grand Paris
Vice-President, Grand Paris Sud Est
Avenir

5 — Pierre-Christophe BAGUET

Mayor, Boulogne-Billancourt
(Hauts-de-Seine)
President, Grand Paris Seine Ouest

6 — Sylvain BERRIOS

Mayor, Saint-Maur-des-Fossés
(Val-de-Marne)
Vice-President, Métropole du Grand Paris
Vice-President, Paris Est Marne & Bois

7 — Pierre-Edouard EON

Mayor, Méry-sur-Oise (Val d'Oise)
Vice-President, Vallée de l'Oise & Trois
Forêts Municipal Grouping
Departmental Councillor, Val d'Oise

8 — Gilles POUX

Mayor, La Courneuve (Seine-Saint Denis)
Councillor, Métropole du Grand Paris
Councillor, Plaine Commune Municipal
Grouping (Seine-Saint Denis)

9 — Grégoire DE LASTEYRIE

Mayor, Palaiseau (Essonne)
President, Paris Saclay Agglomeration

10 — Tonino PANETTA

Mayor, Choisy-le-Roi (Val-de-Marne)
Councillor, Grand Orly Seine Bièvre
Municipal Grouping

11 — Karine FRANCKET

Mayor of Aubervilliers (93)
Vice President of Plaine Commune
Departmental Councillor of
Seine-Saint-Denis
President of OPH Aubervilliers

12 — Aude LAGARDE

Mayor of Drancy (93)
Departmental Councillor of
Seine-Saint-Denis

13 — Anne PELLETIER LE BARBIER

Mayor of Bièvres (91)
Vice-president of the CA Versailles
Grand Parc

14 — Mathieu HANOTIN

Mayor of Saint-Denis (94)
President of Plaine Commune

Key figures

Rounded values as of 31 December 2021, unless specified otherwise

Produce

3 main plants

Surface water treatment plants

Choisy-le-Roi (Seine)

1.92 million residents of southern Paris suburbs

600,000 m³/day

Maximum capacity

302,000 m³/day

Average daily production

Neuilly-sur-Marne/ Noisy-le-Grand (Marne)

1.77 million residents of eastern Paris suburbs

600,000 m³/day

Maximum capacity

325,000 m³/day

Average daily production

Méry-sur-Oise (Oise)

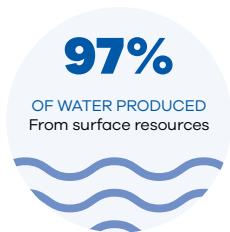
0.88 million residents of northern Paris suburbs

340,000 m³/day

Maximum capacity

134,000 m³/day

Average daily production



5 plants

Groundwater treatment plants

Arvigny (Savigny-le-Temple)

(Calcaire du Champigny)

Neuilly-sur-Seine

(Albien)

Aulnay-sous-Bois et Pantin

(Albien and Yprésien)

Seine-Port

(Calcaire du Champigny)

Service

135

subscriber municipalities, directly or through an Agglomeration or Municipal Grouping (existing or pending subscriptions)

4.1

million users

544,602

subscribers

135

SEDIF agents (including trainees)

1,439

people employed by SNC Veolia Eau d'Île-de-France, SEDIF's delegated provider

Key figures

Rounded values as of 31 December 2021,
unless specified otherwise

Distribute

76

tanks

840,595 m³

storage capacity

45

pumping stations

7,929 km

of pipes

528,705

connections

762,000 m³

distributed per day

209.7 Mm³

consumed in 2021

90.4%

distribution network performance

Quality Control

2 early warning stations positioned
upstream and

3 located at the water intakes
of the surface water treatment
plants

Almost 400,000

analytical tests of water quality/year

Finance

**530.9 M€ excluding
taxes**

SEDIF + provider consolidated budget,
of which

94 M€

of investment
80% of the amounts budgeted
for the year

Water prices

€4.35 incl. tax/m³

= average total price (drinking water,
waste water, taxes and fees) on 1
January 2022,

of which

€1.32 excl. tax per m³

= drinking water component,
including subscription, i.e., 31% of the
average total price

Assist

2.5 M€

allocated to local solidarity, i.e. 1% of
income from water sales

2.02 M€

in international assistance, i.e. 1 euro cent
per m³ of water sold

109,000

families helped since 2011

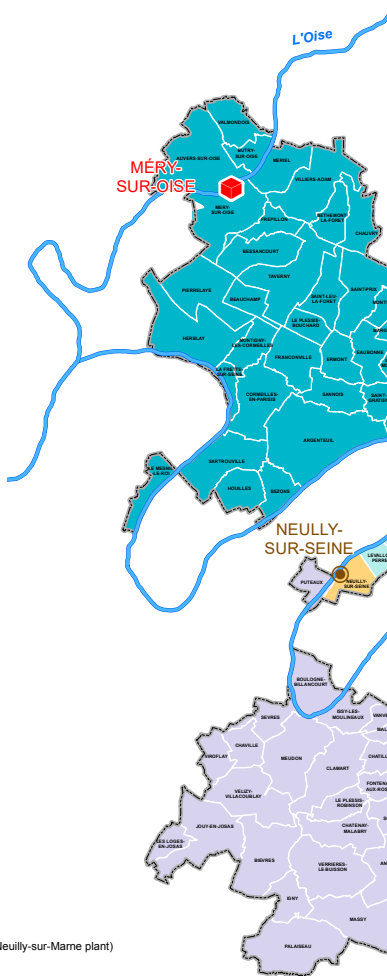
Improvement through self-evaluation (regulatory indicators)










Microbiological compliance rate		Physicochemical compliance rate		Water resource protection progress index	
100%		99,98%		91,69%	
Network knowledge and management index	Network performance	Linear index of unmetered volumes	Network linear losses index	Average network renewal rate over 5 years	
120 points	90,44%	10.25 m ³ /km/d	8.63 m ³ /km/d	1,15%	
Rate of occurrence of unscheduled service interruptions		Rate of compliance with the maximum time for opening connections for new subscribers (24 hours)		Rate of written complaints	
4.03 per 1,000 subscribers		99,94%		1.22 per 1,000 subscribers	
Debt pay-off time	Rate of unpaid water bills during the previous year		Amount of debt relief or payments to an aid fund		
1.83 years	1,61%		€0.004/m ³ billed		




The origin of water in 2021

Usual supply situation for the 135 municipalities served by SEDIF



-  Main surface water treatment plant
-  Groundwater treatment plant
-  Water from the Oise (Méry-sur-Oise plant) or the Marne (Neully-sur-Marne plant)
-  Water from the Seine (Choisy-le-Roi plant)
-  Water from the Oise (Méry-sur-Oise plant)
-  Water from the Marne (Neully-sur-Marne plant)
-  Choisy-le-Roi ou Neully-Sur-Marne plant
-  Water from the Albien aquifer (Neully-sur-Seine plant) mixed with water from the Seine (Choisy-le-Roi plant)
-  Water from the Champigny aquifer

 The Pantin plant treats water from the Albien and Yprésien aquifers. It contributes 15% of the municipality's water needs.

The map shows the main origin of the water that supplies the municipalities. Municipalities located on the border between two areas may be partially (in certain districts) supplied by the other water source.

The price of water in 2022

On water bills as of 1 January 2022, based on standard consumption of 120 m³ per year:

SEDIF is responsible for the price of drinking water only

Drinking water

€1.32 FOR 1000 LITRES OF WATER/
€0.0013 EXCL. TAX PER LITRE

Including quarterly subscription and excluding taxes and waste water service costs, uniform throughout SEDIF's territory.

Taxes and fees are collected for other organisations.

Total

€4.35 FOR 1,000 LITRES OF WATER/
€0.0044 INCL. VAT/LITRE

average total price, including taxes and waste water service costs, in the SEDIF region, varying between €2.17 and €5.56 depending on the municipality.

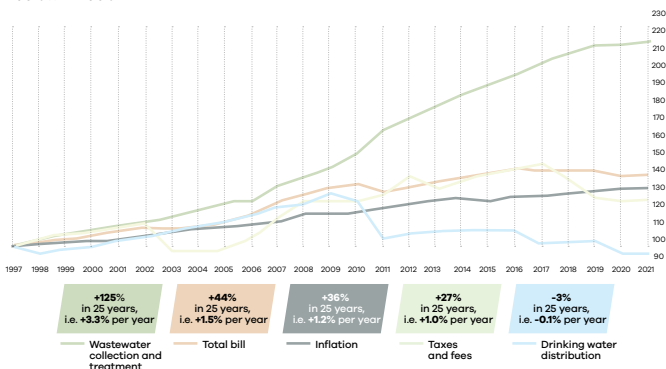


WWW.SEDIF.COM
Section: "L'eau chez moi"
("The water in my home")



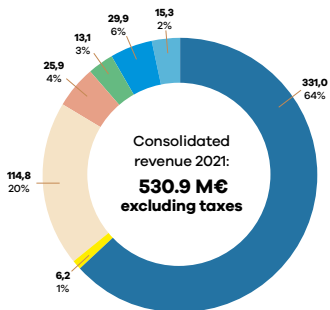
COMPARED TREND IN BILL COMPONENTS AND INFLATION OVER 25 YEARS

Of the three components of the water bill, the portion corresponding to the service provided by SEDIF showed the most moderate change, which was significantly below inflation.

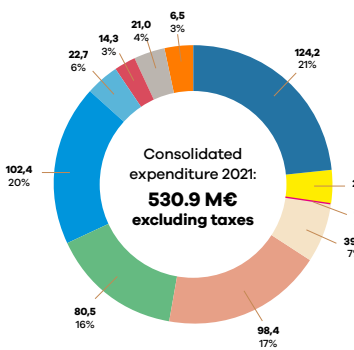


Water utility 2021 consolidated budget

Consolidated revenue and expenditure for the 2021 financial year



- Income from the sale of water to subscribers
 - Wholesale water sales
 - AESN and VNF fees
 - Revenue from work for third parties
 - Loans and subsidies
 - Other revenue, including services
 - Profit from previous financial year brought forward
- Amounts in € millions

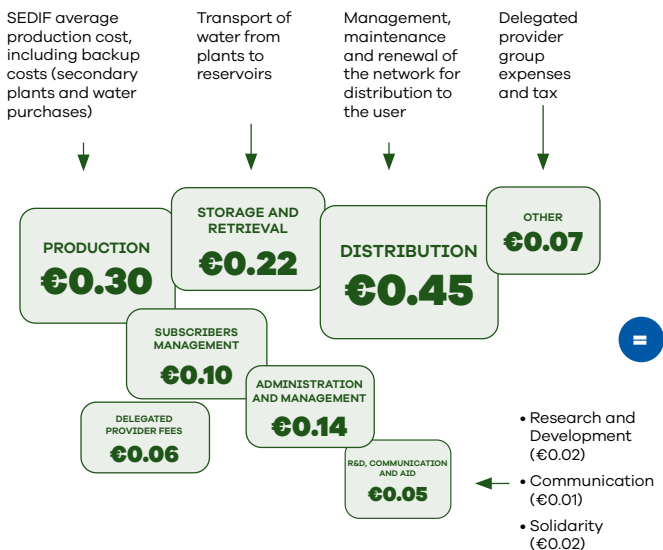


- Utility investments
 - Debt service
 - Wholesale water purchases
 - Other purchases
 - External expenses
 - Operational staff expenses
 - AESN and VNF fees
 - Tax, fees and other expenses
 - Provisions
 - Delegated provider fees
 - Result of the consolidated budget
- Amounts in € millions

What is your bill for?

What is each cent of the drinking water component used for as of 1 January 2021?

FROM THE DRINKING WATER PRODUCTION PLANT TO THE SERVICE OF THE USER



METHOD

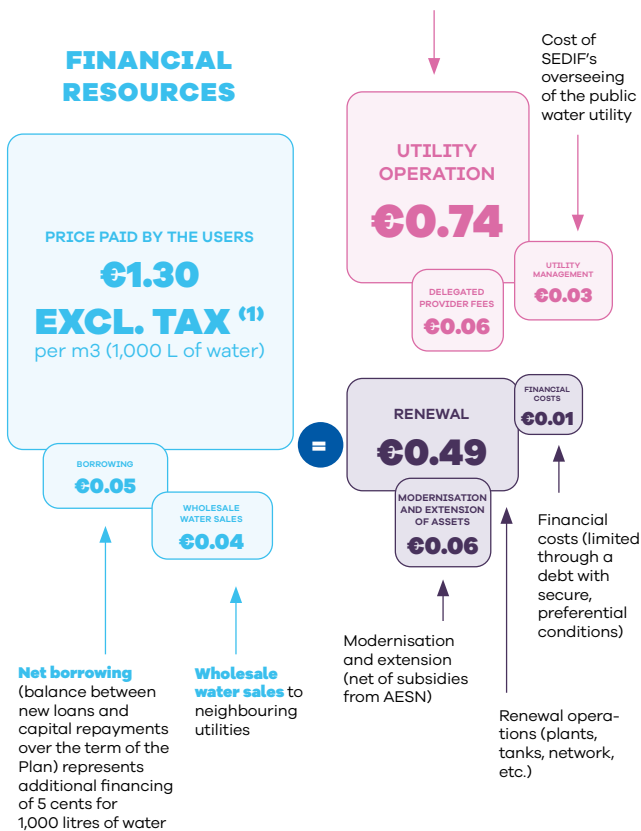
The portion accruing to the public utility responsible for supplying drinking water (31%) is analysed from two perspectives in order to understand how the utility's financial resources:

1. cover the expenses broken down according to SEDIF's various missions;
2. finance the utility's various expenses according to their type: day-to-day operating expenses, asset maintenance and modernization.

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

DAY-TO-DAY SERVICE (OPERATION)

Water utility operations are carried out by nearly 1,400 persons employed by the delegated provider; payroll costs are the highest expense item (€0.28).



ASSET MAINTENANCE AND MODERNISATION (INVESTMENT)

⁽¹⁾ On 1 January 2021 for standard consumption of 120 m³

Impeccable water quality

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

- It must not contain micro-organisms (bacteria, viruses or parasites) that could cause disease;
- It must not contain concentrations of undesirable substances (nitrates, pesticides, heavy metals, etc.) that exceed the quality thresholds defined by the French Public Health Code.

Two levels of control

Health inspections conducted under the responsibility of the Ile-de-France Regional Health Authority by laboratories approved by France's Department of Health.

Inspections by the delegated provider of resources, treatment systems and the distribution network, including continual monitoring of certain parameters.

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

167,985

ANALYSES IN 2021



221,629

ANALYSES IN 2021



WWW.SEDIF.COM
Section: "L'eau chez moi"
("The water in my home")

Monitored quality of service

Certifications

SEDIF

- ISO 9001 for the placement, performance and payment of any public procurement, renewed in 2021 and adapted to the new ISO 9001:2015 standard.
- ISO 14001 for all its activities throughout its region, renewed in 2020 and adapted to the new ISO 14001:2015 standard, and maintained in 2021.

Veolia Eau d'Île-de-France

- ISO 9001, ISO 14001, ISO 27001 for its overall public water utility delegated provider activity.
- ISO 22000, ISO 50001, ISO 45001, ISO 55001, NF Service Centre de Relation Client, Qualicert, Label Diversité, ILO-OHS, Publi-cert© for specific perimeters of its activity, Label Excellence de service and certification of the public service data management system.

Service commitments

To best meet everyone's needs, the public water utility is committed to:

- setting short lead times and complying with them;
- providing information that is as clear and complete as possible;
- offering solutions that comply with solidarity and respect for the environment.

Performance measurement

The Delegated Public Service contract specifies 150 performance and monitoring indicators, which include an incentive/penalty system and cover all operational and service aspects, such as user relations, water quality and safety, facility management, maintenance and other work, information system, environment and social issues.

Quality Forum for the public water utility

This telephone survey system, which is shared by SEDIF and its delegated provider and managed by an independent organisation, assesses user perception and helps identify the strengths of the service and ways in which it can be improved.

In 2021:

- 2,911 users surveyed (subscribers, non-subscribers, residents' association agents, managers of establishments open to the public);
- high overall satisfaction, reaching 90%.

Informing and raising public awareness

Subscriber and user information


- Annual activity report;
- **Inf'eau**, SEDIF magazine;
- Newsletter **Mon eau & Moi** (My Water & Me): 1.2 million copies distributed in the 150 municipalities;
- Thematic brochures: the developer's guide, the Solidarité Eau brochure, the 2022-2031 multiannual investment plan, etc. ;
- **Clario** newsletter, for subscribers, attached to the invoice. Non-subscribers can also sign up to receive the "Clario" newsletter.
- **Inf'eau Express**: a newsletter of the public water service in Île-de-France.

**Mon eau
& Moi**

Since the beginning of 2021, the mobile application "**Mon eau & Moi**" has been available to all users, whether or not they are subscribers in collective housing. It allows them to interact, report a malfunction or simply be informed. And they can even query the associated voice assistant directly!

Communication actions to promote and preserve the resource

- Launch of three new tools, a mobile application, a voice assistant and a consumer area to better understand and control the resource.
- Participation in the Garden Parvis at La Défense, and in the 100th Congress of ASTEE. The game of seven mistakes, which was proposed at the last meeting, and which presents everyday eco-actions, was then adapted into a series of videos on social networks.
- Publication of the Subscribers' Guide, to make it easier for subscribers.

 @SyndicatEauxIDF |  @SyndicatEauxIDF
 YouTube SEDIF |  Syndicat des eaux d'Île-de-France

Local and international aid

“Eau solidaire” [Water Support]

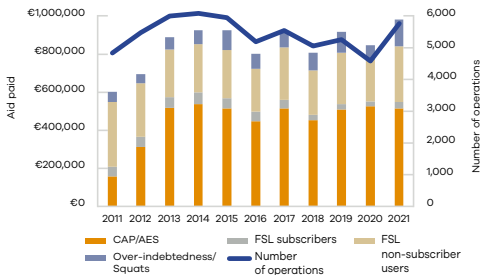
Since 2011, 1% of the proceeds from water sales have been allocated to this scheme, which helps households in difficulty.

The scheme consists of three parts:

- Prevention: actions in the field to provide sustainable aid;
- Assistance: support for struggling residents' associations;
- Emergency: “Aide Eau Solidaire” (AES - Water Support Assistance) and “Fonds de solidarité pour le logement” (FSL - Housing Support Fund): direct aid for the payment of water consumption.



EMERGENCY FACILITIES: EVOLUTION OF THE AMOUNTS OF AID GRANTED IN 2011-2021



Since 2011, more than 58,000 families have been assisted for a total of more than €9.3 million.

“Solidarité Eau” [Water Aid]

In 1986, SEDIF launched this programme in an effort to develop access to drinking water in developing countries.

The Oudin-Santini Law of 9 February 2005, strengthened this initiative by allowing local authorities and government agencies to direct up to 1% of their «water» budget towards financing international aid initiatives. Each year, around one hundred French local authorities and water agencies mobilise €28 million in this way.

In 2021 SEDIF contributed to 18 operations in 11 countries.

2.02 M€
in 2021

List of municipalities and inter-municipalities

served by the SEDIF on 1 January 2021

EPT Boucle Nord de Seine	
Argenteuil	Clichy
EPT Est Ensemble	
Bobigny	Noisy-le-Sec
EPT Grand Paris - Grand Est	
Clichy-sous-Bois	Montfermeil
Coubron	Neuilly-Plaisance
Gagny	Neuilly-sur-Marne
Gournay-sur-Marne	Noisy-le-Grand
Le Raincy	Rosny-sous-Bois
Les Pavillons-sous-Bois	Vaujours
Livry-Gargan	Villemomble
EPT Grand Paris Seine Ouest	
Boulogne-Billancourt	Meudon
Chaville	Sèvres
Issy-les-Moulineaux	Vanves
EPT Grand Paris Sud Est Avenir	
Alfortville	Chennevières-sur-Marne
EPT Grand-Orly Seine Bièvre	
Ablon-sur-Seine	Rungis
Athis-Mons	Thiais
Choisy-le-Roi	Villejuif
Juvisy-sur-Orge	Villeneuve-le-Roi
L'Haÿ-les-Roses	
CA Melun Val de Seine	
Seine-Port	
EPT Paris Ouest La Défense	
Levallois-Perret	Puteaux
Neuilly-sur-Seine	
EPT Paris Terres d'Envol	
Aulnay-sous-Bois	Le Bourget
Drancy	Sevran
Dugny	
EPT Paris-Est-Marne & Bois	
Bry-sur-Marne	Nogent-sur-Marne
Champigny-sur-Marne	Saint-Mandé
Charenton-le-Pont	Saint-Maur-des-Fossés
Fontenay-sous-Bois	Saint-Maurice
Joinville-le-Pont	Villiers-sur-Marne
Le Perreux-sur-Marne	Vincennes
Maisons-Alfort	

CA Paris-Saclay	
Igny	Verrières-le-Buisson
Massy	Wissous
Palaiseau	
CA Paris Vallée de la Marne	
Brou-sur-Chantereine	Vaires-sur-Marne
Chelles	
EPT Plaine Commune	
Aubervilliers	Saint-Denis
La Courneuve	Saint-Ouen
Epinay-sur-Seine	Stains
L'Île-Saint-Denis	Villetaneuse
Pierrefitte-sur-Seine	
CA Roissy Pays de France	
Ecouen	Villeparisis
Sarcelles	Villiers-le-Bel
CA Saint-Germain Boucle de Seine	
Bezons	Le Mesnil-le-Roi
Houilles	Sartrouville
CA Plaine Vallée	
Andilly	Montmagny
Deuil-la-Barre	Montmorency
Domont	Piscop
Enghien-les-Bains	Saint-Brice-sous-Forêt
Groslay	Saint-Gratien
Margency	Saint-Prix
Montlignon	Soisy-sous-Montmorency
CA Val Parisis	
Beauchamp	La Frette-sur-Seine
Bessancourt	Le Plessis-Bouchard
Cormeilles-en-Parisis	Montigny-lès-Cormeilles
Eaubonne	Pierrelaye
Ermont	Saint-Leu-la-Forêt
Franconville	Sannois
Frépillon	Taverny
Herblay	
EPT Vallée Sud - Grand Paris	
Antony	Fontenay-aux-Roses
Bagneux	Le Plessis-Robinson
Bourg-la-Reine	Malakoff
Châtenay-Malabry	Montrouge
Châtillon	Sceaux
Clamart	
CA Versailles Grand Parc	
Bièvres	Vélizy-Villacoublay
Jouy-en-Josas	Viroflay
Les Loges-en-Josas	
Individual member municipalities	
Auvers-sur-Oise	Mériel
Béthemont-la-Forêt	Méry-sur-Oise
Butry-sur-Oise	Valmondois
Chauvry	Villiers-Adam

Contacts

SEDIF

14, rue Saint-Benoît, 75006 Paris, France

Tel: +33 (0)1 53 45 42 42 (Monday to Friday from 8:00 a.m. to 7:00 p.m.)

Fax: +33 (0)1 53 45 42 79

E-mail: sedif@sedif.com

Website: www.sedif.com

Access to the extranet: secure code issued to each municipality

VEOLIA EAU D'ÎLE-DE-FRANCE

Correspondence: 94417 Saint-Maurice Cedex, France

Contact for local authorities: 01 43 97 51 31

(Monday to Friday from 8:30 a.m. to 5:00 p.m.)

Customer Relations Centre: 09 69 369 900*

(Monday to Friday from 8:00 a.m. to 7:30 p.m. and Saturday from 9:00 a.m. to 12:30 p.m.)

Leak emergency: 09 69 369 918* (available 24/7)

Saint-Denis customer service centre

Immeuble Le Spallis - 2 Rue Michael Faraday

(Monday to Friday from 8:30 a.m. to 5:45 p.m. and Saturday from 9:00 a.m. to 11:45 a.m.)

Website: www.sedif.com / "Espace abonnés" (Subscribers' Area)

* Non-premium-rate number

SUEZ

(for the municipality of Seine-Port)

Correspondence: Customer Service - TSA 50001 - 36400 La Châtre, France


Customer service: 09 77 408 408

(Monday to Friday from 8 a.m. to 7 p.m. and Saturday from 8 a.m. to 1 p.m.)

Leak emergency: 0977 401 143 (available 24/7)

Website: www.toutsurmoneau.fr

(hearing impaired: www.toutsurmoneau.fr/acceo)

Design and production:  Chaumell. Cover photo credit: Nicolas Fagot STUDIO 9 - Photo credits: SEDIF unless otherwise stated
Printed by: Chaumell. Printed on partially recycled paper produced from sustainably managed forests - ISSN pending



SEDIF

SERVICE PUBLIC DE L'EAU

14 rue Saint-Benoît 75006 PARIS - Tél. : +33(0)1 53 45 42 42 - www.sedif.com

