

press release

Paris, March 4th 2016

THE WATER AUTHORITY OF THE CITY OF VALENCIENNES, FRANCE, HAS RENEWED ITS TRUST IN SUEZ BY SIGNING A NEW CONTRACT TO MANAGE ITS WATER SERVICE FOR AN AMOUNT OF €16M PER YEAR FOR 16 YEARS

On Friday 4 March, Jean-Roger Berrier, the President of the Valenciennes water authority, and Bertrand Camus, SUEZ's Managing Director of Eau France, signed a new public service contract for the supply of water. The Valenciennes water authority has renewed its trust in SUEZ, through the group's "Eau et Force" subsidiary, for 16 years and an amount of €16 million per year. The new contract, which will take effect on 1 April 2016, will significantly improve the water supply service.

A WATER SERVICE THAT MEETS THE USERS' EVERY NEED

The terms of the new contract will meet the demands expressed by residents in terms of the hardness of their water, its taste and the need for advice on limiting their consumption.

Between 2016 and 2019, remote meter reading of all the meters in the zone will be introduced. This means that all the households will receive free alerts in the event of leaks or excessive consumption. The Valenciennes water authority wants to help residents to make savings by providing direct and real-time access to their water consumption.

In addition to this new service, the centre of digital excellence in Valenciennes will develop and deliver a "virtual coach", an innovative and fun mobile application that can be downloaded onto a smartphone or tablet free of charge to allow the inhabitants to keep track of their daily water consumption.

Finally, close attention will be paid to "fragile" populations. The new contract includes an important partnership with the Multi-Service Mediation Information Centre in Valenciennes, in order to provide residents with support and advice on how to better manage their water consumption and their budget.

SOFTER WATER AND GREATER COMFORT THANKS TO INNOVATIVE TECHNOLOGY

For the Valenciennes water authority, reducing the hardness of the water is one of the top priorities of the new service. Additional systems to treat limestone (decarbonation units) will come on stream in the three main drinking water plants (Vicq, Wandignies and Boucain) that supply the region in 2018. This technology will address the dissatisfaction of 75% of the inhabitants, who claim that their water is too hard.

"We wanted to put the users at the heart of the concerns of the elected members of the water authority and of the service provider. In particular, we want to produce water that is perceptibly softer for every one of our residents," declared Jean-Roger Berrier.

Membrane filtration is the chosen technology. Using an innovative and complete process, the membranes reduce the limestone and also guarantee a very fine degree of filtration that meets other quality criteria, such as the elimination of perchlorates.



The presence of chlorine will be reduced thanks to another process in order to meet another pressing demand of the inhabitants.

WATER TASTERS TO ENCOURAGE THE INHABITANTS TO CONSUME TAP WATER

"I am delighted that the Valenciennes water authority has put its trust in us. Our know-how in the management of connected water networks and remote meter-reading will enable us to meet all the inhabitants' demands. Drinking tap water makes economic and ecological sense. With the Valenciennes water authority, we want to turn drinking tap water into an everyday habit," announced Bertrand Camus.

Only 45% of the inhabitants of Valenciennes drink tap water, compared with a national average of 75%, which is why the future water service will also educate users in the consumption of tap water. The new contract's target is to increase the share of local residents who drink tap water to 70%. In September 2016, a water tasters club will be set up to develop the local residents' ability to appreciate all the characteristics of tap water.

A WATER SERVICE THAT MAKES SAVINGS FOR EVERY HOUSEHOLD

Reducing the hardness of the water will extend the lifespan of household appliances, making estimated savings of €140 per household per year. And the price of water in the region will remain stable for the term of the contract, with a slight reduction in the first few years.

Tomorrow, "Eau et Force" will be renamed "Eau du Valenciennois" to demonstrate how it fully shares the ambitions of the local water authority and delivers a truly regional service.

SUEZ

We are at the dawn of the resource revolution. In a world facing high demographic growth, runaway urbanisation and the shortage of natural resources, securing, optimising and renewing resources is essential to our future. SUEZ (Paris: SEV, Brussels: SEVB) supplies drinking water to 92 million people, delivers wastewater treatment services to 65 million, collects waste produced by almost 50 million, recovers 14 million tons of waste each year and produces 5,138 GWh of local and renewable energy. With 80,990 employees, SUEZ, which is present on all five continents, is a key player in the sustainable management of resources. SUEZ generated total revenues of €15.1 billion in 2015.

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