

## LYONNAISE DES EAUX

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# PRESS RELEASE

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## LYONNAISE DES EAUX, SUBSIDIARY OF SUEZ ENVIRONNEMENT, IS AWARDED SANITATION CONTRACT BY AVIGNON GREATER METROPOLITAN AREA WORTH 14 MILLION EUROS OVER 7 YEARS

The Avignon Greater Metropolitan Area Community has awarded Lyonnaise des Eaux the contract to manage the collective public sanitation services for 12 of the 13 municipalities<sup>1</sup> in its existing territory. That 7-year contract represents a total 14 million euros in revenue.

*"Lyonnaise des Eaux, through its subsidiary SDEI<sup>2</sup>, has provided Greater Avignon with the resources necessary to run its activity. The effectiveness of the collective sanitation service is based on a clear distribution of roles between the community and the delegated service provider. Greater Avignon directs, decides and oversees it,"* says Philippe Maillard, CEO of Lyonnaise des Eaux.

*"Particularly stringent specifications and negotiations conducted by the elected officials of Greater Avignon after a one-year process resulted in a 7-year collective sanitation contract with Lyonnaise des Eaux (SDEI) with multiple benefits: clearer and more uniform service regulations for all 12 municipalities concerned, increased oversight by Greater Avignon... for the greatest benefit of consumers,"* says the Avignon Greater Metropolitan Area Community.

### SANITATION SERVICE SUBJECT TO OVERSIGHT

#### - Real-time monitoring of operations by the municipality

To ensure ongoing oversight over the use and economics of the contract, Lyonnaise des Eaux has proposed setting up a collaborative platform dedicated to sanitation. That web interface called "Track Your Usage Together" (SEVE), is a tool for real-time information, management and sharing. Thanks to this effective tracker of service quality, Greater Avignon can evaluate and monitor deadlines and the quality of the services provided.

<sup>1</sup> Caumont sur Durance, Entraigues sur le Sorgue, Jonquerettes, Le Pontet, Les Angles, Morières lès Avignon, Rochefort du Gard, Saint Saturnin lès Avignon, Saze, Vedène, Velleron, Villeneuve lez Avignon.

<sup>2</sup> Société de Distributions d'Eau Intercommunales.

- **A steering committee guarantees that contractual obligations are met**

Composed of the elected officials and technical services of Greater Avignon and the services of Lyonnaise des Eaux, this steering committee will meet regularly to examine service quality and consumer relations, to monitor contractual obligations and analyze data.

**OPTIMIZED PROTECTION OF NATURAL ENVIRONMENTS AND ECOLOGICAL MANAGEMENT OF SEWAGE PLANT SLUDGE**

- **Smart works monitored 24/7**

Every day, Greater Avignon's aquifers, canals and networks interact like communicating vessels. A comprehensive approach is therefore essential to assure the conformity of sanitation systems and reduce the impact of waste on the natural environment.

Accordingly, many sensors set up at sewage treatment plants, pumping stations and on networks will continuously check that facilities are working properly. Collected, centralized and stored by a network of automated devices and by a central supervisor, that data will enable Lyonnaise des Eaux teams to optimize equipment operation and maintenance. This system enables self-monitoring of all Greater Avignon operations remotely, 24/7, from the remote-control center in Pontet.

- **An ecological process for recycling sewage plant sludge**

The treatment of sludge from sewage plants is the last step in the wastewater treatment process. Choosing composting, which is a biological waste recycling technique, is part of a sustainable development approach. It is also the favored solution for recycling sewage plant sludge in regional waste elimination plans.

Accordingly, the sludge from Greater Avignon's six sewage treatment plants is trucked to the Lyonnaise des Eaux "Terres de Provence" plant in Mondragon to be recycled there as compost.

A safe, ecological and ISO 9001 certified recycling process, "Terres de Provence" turns sewage plant sludge into standard compost, a useful product especially in farming.

- **A network asset modernized with an eye to effective investment**

Every year, part of Greater Avignon's wastewater network will be inspected by camera to assess its condition and to help the municipality optimize investment expenditure on its modernization plan.

**Lyonnaise des Eaux**

*Lyonnaise des Eaux, a subsidiary of SUEZ ENVIRONNEMENT, has 11,300 employees, distributes potable water to 11 millions inhabitants, and cleans up waste water from more than 12 million people in France.*

*Protecting the water resource, as to quantity and quality, is at the center of its concerns. To guarantee the future of water collectively, in November 2011 Lyonnaise des Eaux launched the Contract for Water Health, a modernized partnership with communities that includes innovative proposals for governance, innovation and business model. The effectiveness of its commitments is overseen by Vigeo, an independent non-financial rating agency.*

**SUEZ ENVIRONNEMENT**

*Natural resources are not infinite. SUEZ ENVIRONNEMENT (Paris: SEV, Brussels: SEVB) and its subsidiaries are committed every day to meeting the challenge of protecting resources by providing innovative solutions to millions of people and industries. SUEZ ENVIRONNEMENT supplies 91 million people with potable water, 63 million with sanitation services and collects trash from nearly 57 million people. With 79,550 employees, SUEZ ENVIRONNEMENT is a global leader dedicated exclusively to the businesses of water and waste, with a presence on five continents. In 2012, SUEZ ENVIRONNEMENT posted revenues of 15.1 billion euros.*

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