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AquaFlanders



**Aqua
Flanders**

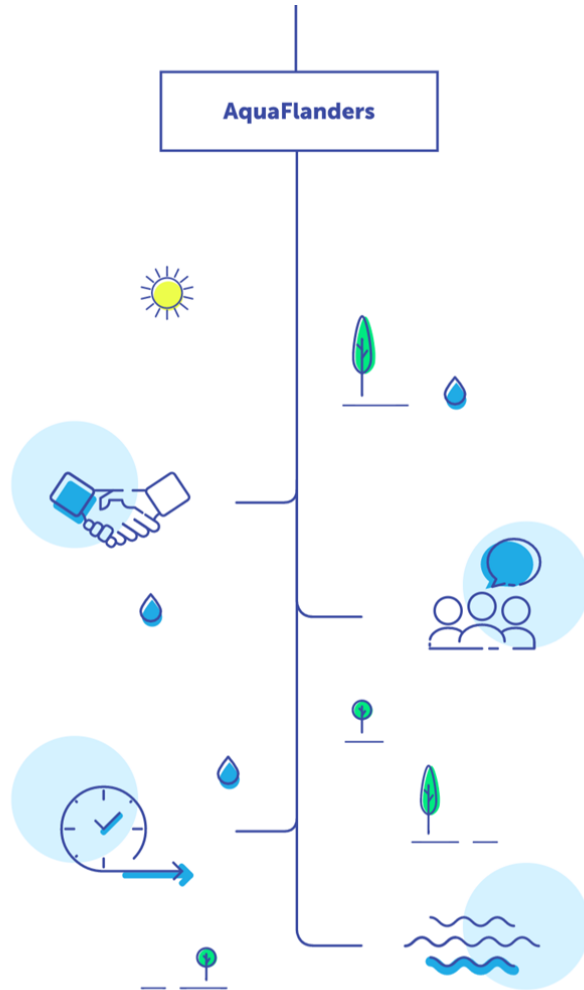
About AquaFlanders

- ♦ The federation of Flemish water companies and sewer managers.
 - Promoting the interests of our members with local, regional, federal and European governments and stakeholders.
 - Cooperating on streamlined and modern water management.
 - Informing and raising awareness about sustainable water usage.

“The water companies are working continuously to **further improve the security of supply** by focussing on sustainable production, distribution, and storage techniques, while monitoring the **balance between supply and demand.**”



Mission and vision



At the source

We are the driving force that unites the water companies and sewer managers in Flanders.

of a streamlined

We have the mandate to communicate on behalf of the entire industry and ensure that positions are coordinated, aligned and supported.

and modern

Modern water management is contemporary, sustainable and future-oriented.

water management.

We care about water in all its facets.

Mission and vision



The changing climate and human activities are putting water under pressure.



AquaFlanders wants to safeguard this water, the source of all life, for future generations.



We work with passion and in consultation with all stakeholders on the development and implementation of a sustainable water policy.

Values and norms

The health of Flemish water consumers takes precedence over all other interests. That is why water quality is our top priority.



**Customer
oriented**

Transparent

**Ethical
and
honest**

**According to
ISO 17020
requirements**

Innovative

6 roles



Ambitions



Our ambitions for the future



Healthy, high-quality and affordable water. Sustainably and integrally managed for everyone in Flanders.



Becoming the competence centre for water in Flanders.



Strengthening cooperation between all members and stakeholders in water and sewerage policy.



Monitoring water quality throughout the chain.

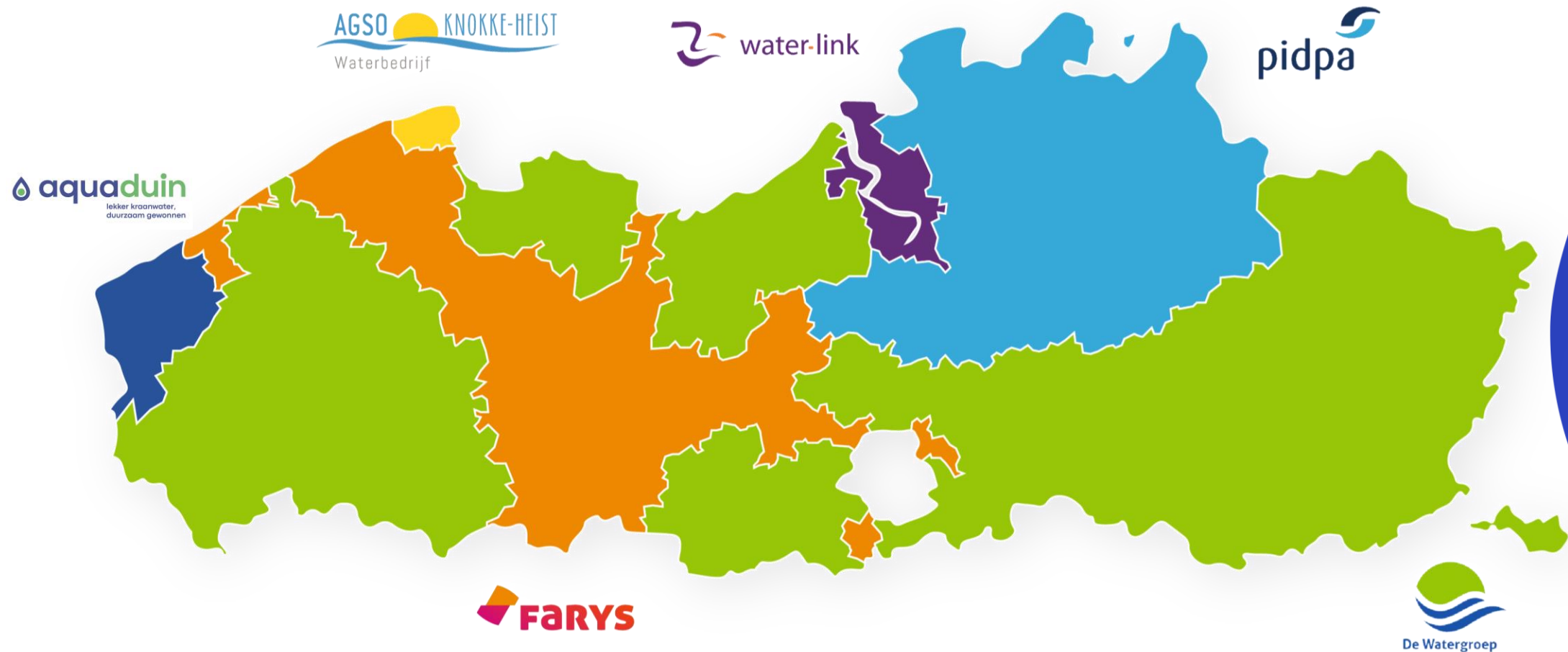


Increasing water awareness and public acceptance of circular and integrally managed water.

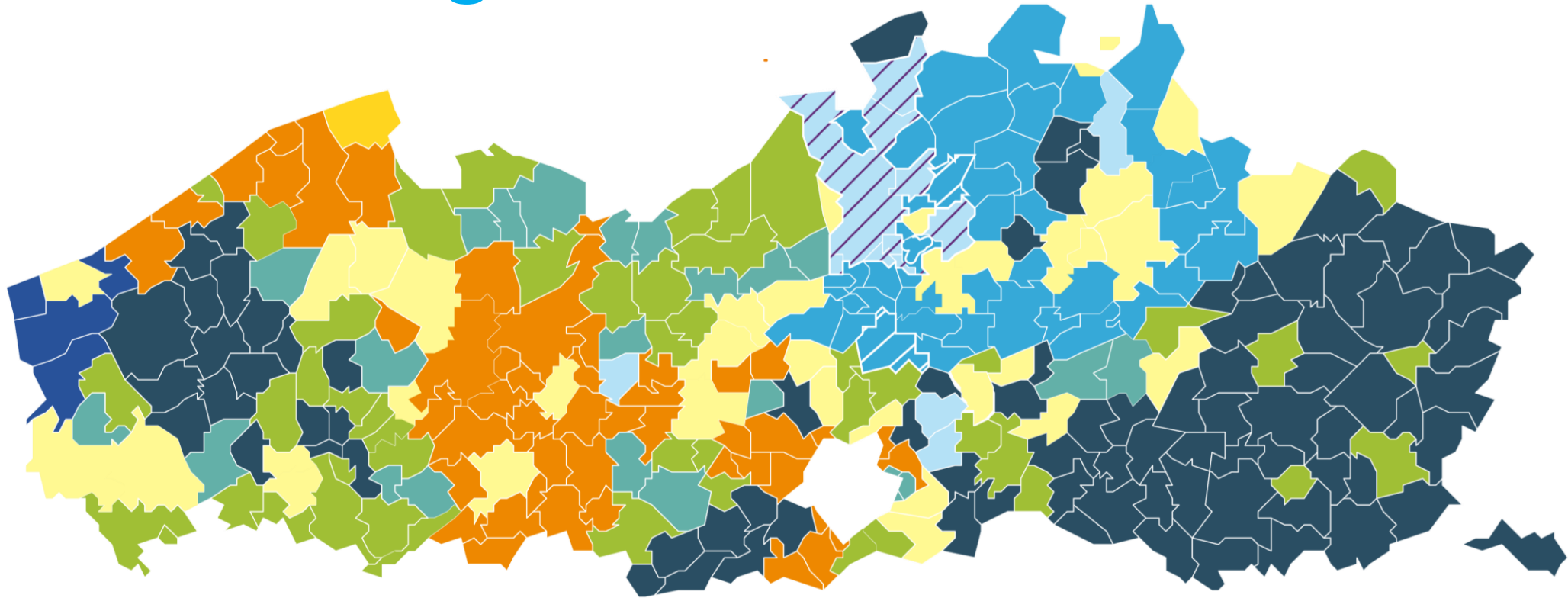
Members



Drinking water companies



Sewer managers



Other activities

💧 Training and quality control of inspectors

- Domestic water installations (202 certified inspectors)
- Industrial water installations (28 certified inspectors)
- Private water drainage (242 certified inspectors)

💧 #ikdrinkkraanwater (#ldrinktapwater) campaign

- Waterf#*°
- Using water economically, how do you do it?
- Self-scan water

💧 Benchmarks:

- Finance and efficiency
- Debtor management
- Complaint management
- Non-revenue water
- New branches
- Asset management
- New risks and measurement technologies
- Billing
- Exploitation

Vision 2030

The Flemish drinking water companies commit to:

- ♦ Monitoring the drinking water quality;
- ♦ Elaborating a joint strategy for the drinking water supply at the Flemish level;
- ♦ Creating synergies and partnerships to optimise the efficiency and effectiveness of the drinking water supply;

“Our vision for 2030: towards cooperating and integrated water companies. Collaboration is essential to achieve the objectives of the Blue Deal.”



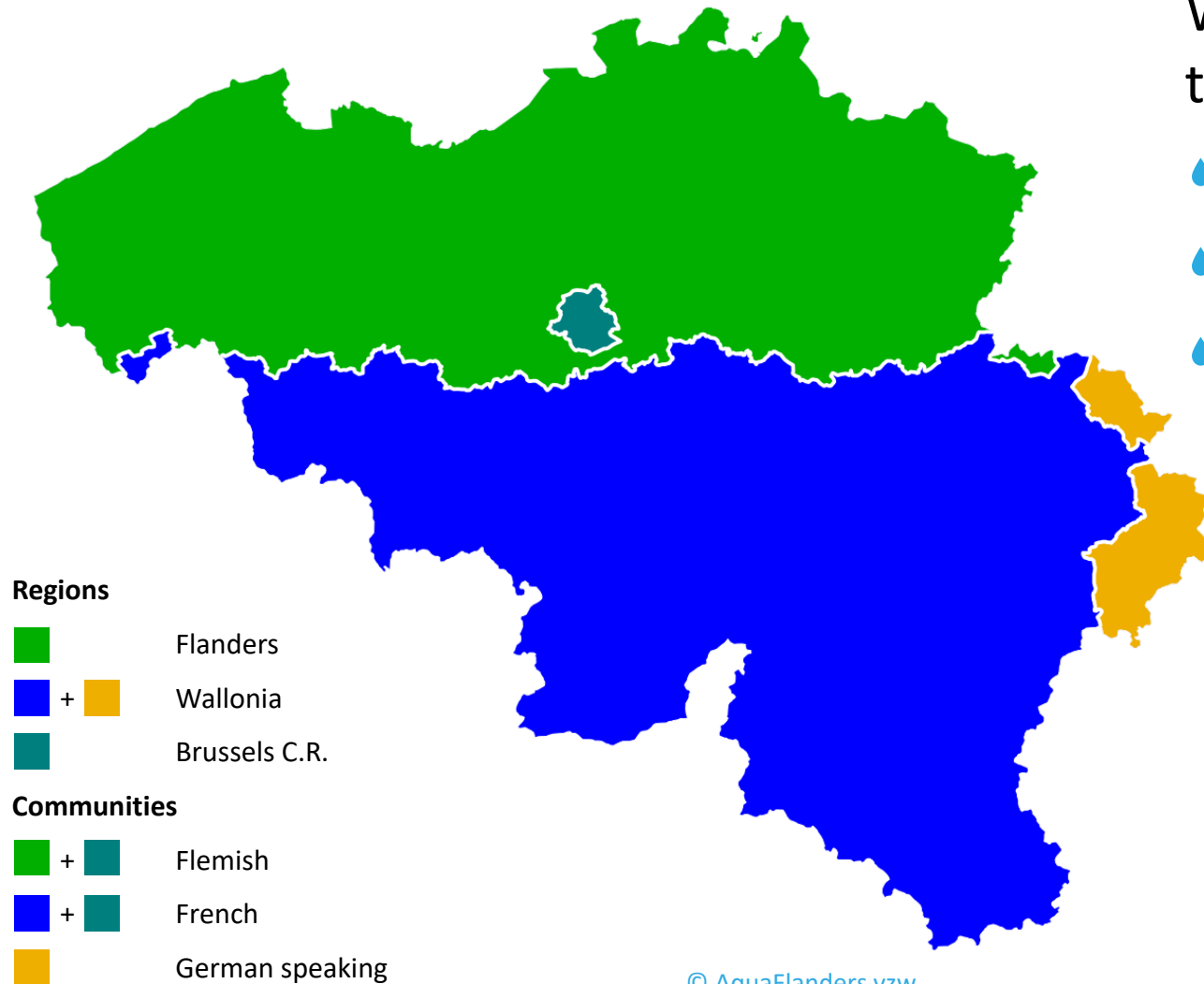
Visie 2030

- ♦ Aligning with other utility companies to maximise opportunities for less nuisance and efficient asset management;
- ♦ Opening up to collaboration with other actors in order to achieve an integrated, efficient and locally anchored water policy;
- ♦ Using AquaFlanders as a facilitator to achieve these ambitious goals.

Water supply in Flanders



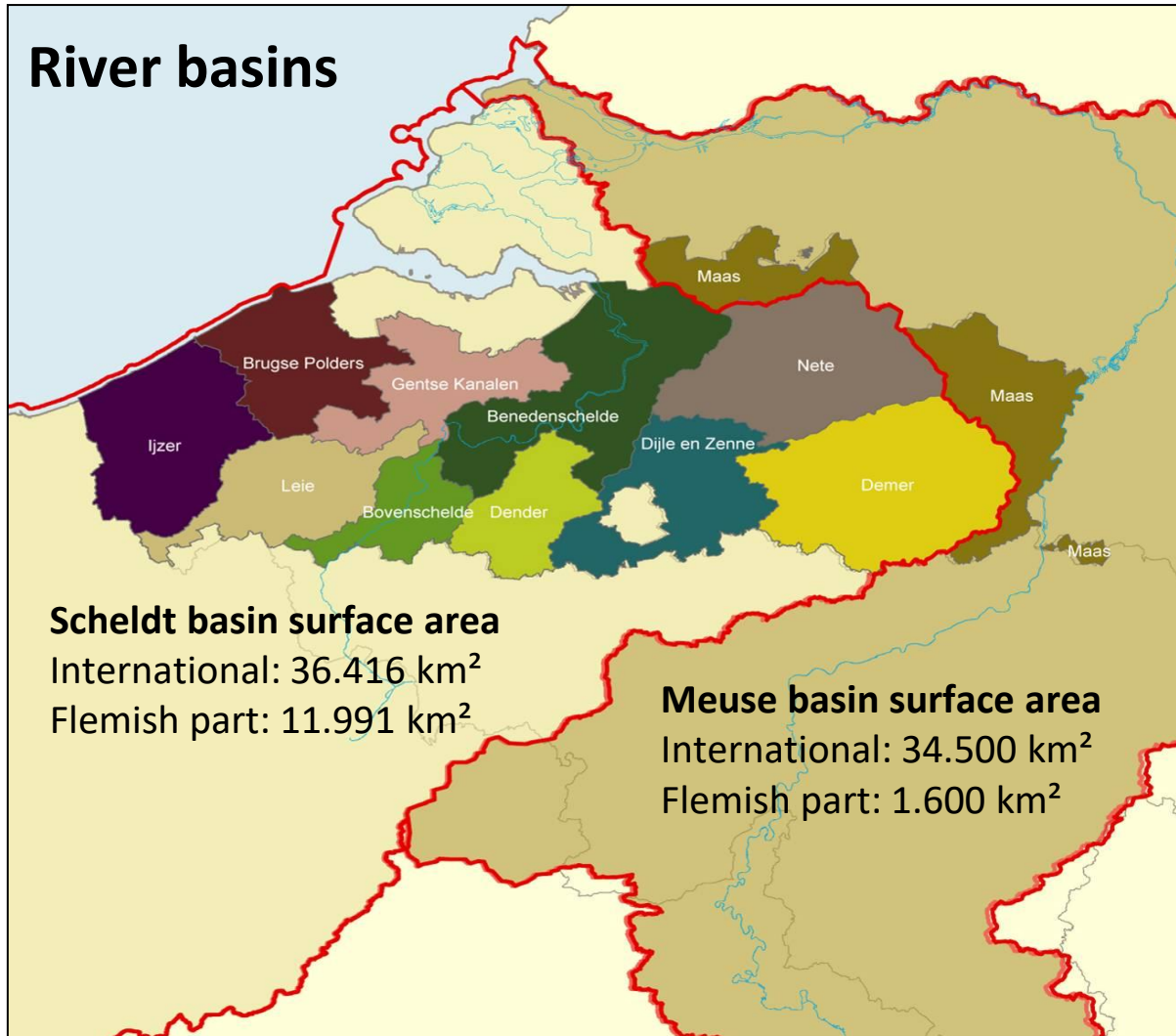
Current situation



Water services reside under the competence of the regions:

- Flanders
- Brussels Capital Region
- Wallonia

Current situation



Drinking water production (2020):

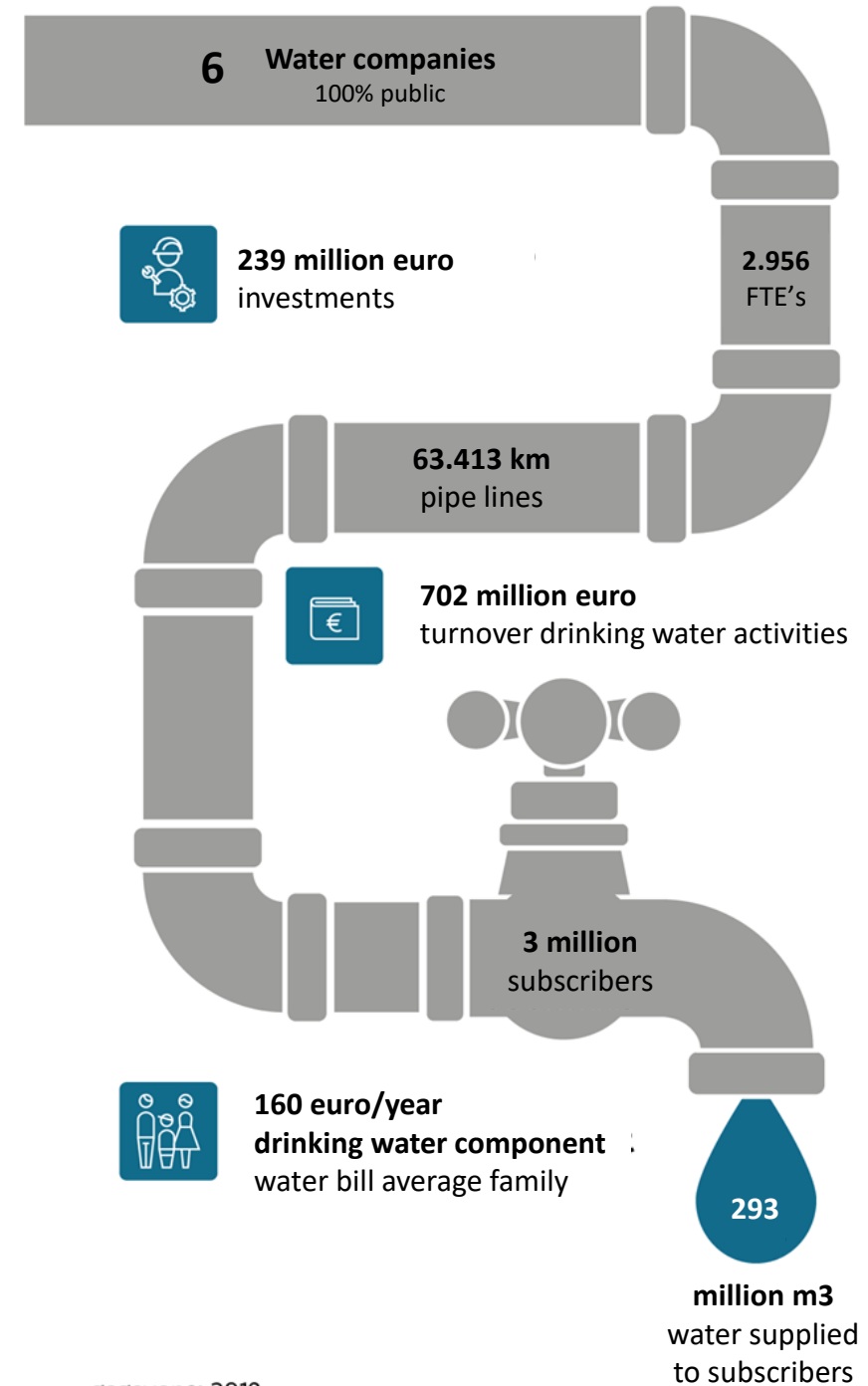
- 💧 48,5% from ground water
- 💧 50,5% from surface water
- 💧 1% from brackish water

Flanders in facts and figures

- 306 municipalities – 6,4 million inhabitants - 3 million subscribers
- 6 drinking water companies – 82 water production centres – 171 water towers
- 1 million m³ storage capacity – 63.655 km water pipes
- € 630 million turnover from drinking water activities
- 360 million m³ drinking water consumption per year – average household 84 m³
- 99 l daily drinking water consumption per person

Flanders in facts and figures

Source: VMM



Flanders in facts and figures

💧 Regulation

- Subject to agreement with the WaterRegulator (part of the Flanders Environment Agency)
- 6 year forecast based on tariff plan
- Water pricing structure is determined by law
- Water services are 100% publicly managed

Flanders in facts and figures

- Integrated water bill (6% VAT)
- 3 components in the invoice:
 - Drinking water
 - Wastewater disposal
 - Wastewater treatment
- Fixed and variable fee for the volume of drinking water consumed
- Discount for large families and people with limited financial means

Flanders in facts and figures

- ◆ Average price on water bill: € 4,3/m³ (incl. 6% VAT)
 - € 1,8/m³ for drinking water
 - € 2,5/m³ for wastewater
- ◆ An average family (2,3 persons) consumes 73m³ per year.
- ◆ Fixed fee per housing unit: € 50 (excl. discount)
- ◆ Variable fee:
 - Basic: € 1,36 - € 2,13
 - Comfort: € 2,73 - € 4,27

Source: VMM

Sewer management in Flanders



Flanders in facts and figures

- ♦ 29.633 km sewers – 88% connected to sewer network
- ♦ € 50 per person - € 0,80 per m³ drinking water consumed
- ♦ 80% financing via water bill – 20% subsidies Flemish government
- ♦ 85% sewer management is cost-effective
- ♦ 136% average cost recovery ratio
- ♦ € 1,9 billion investments 2019 – 2024

Bron: VMM

Flanders in facts and figures



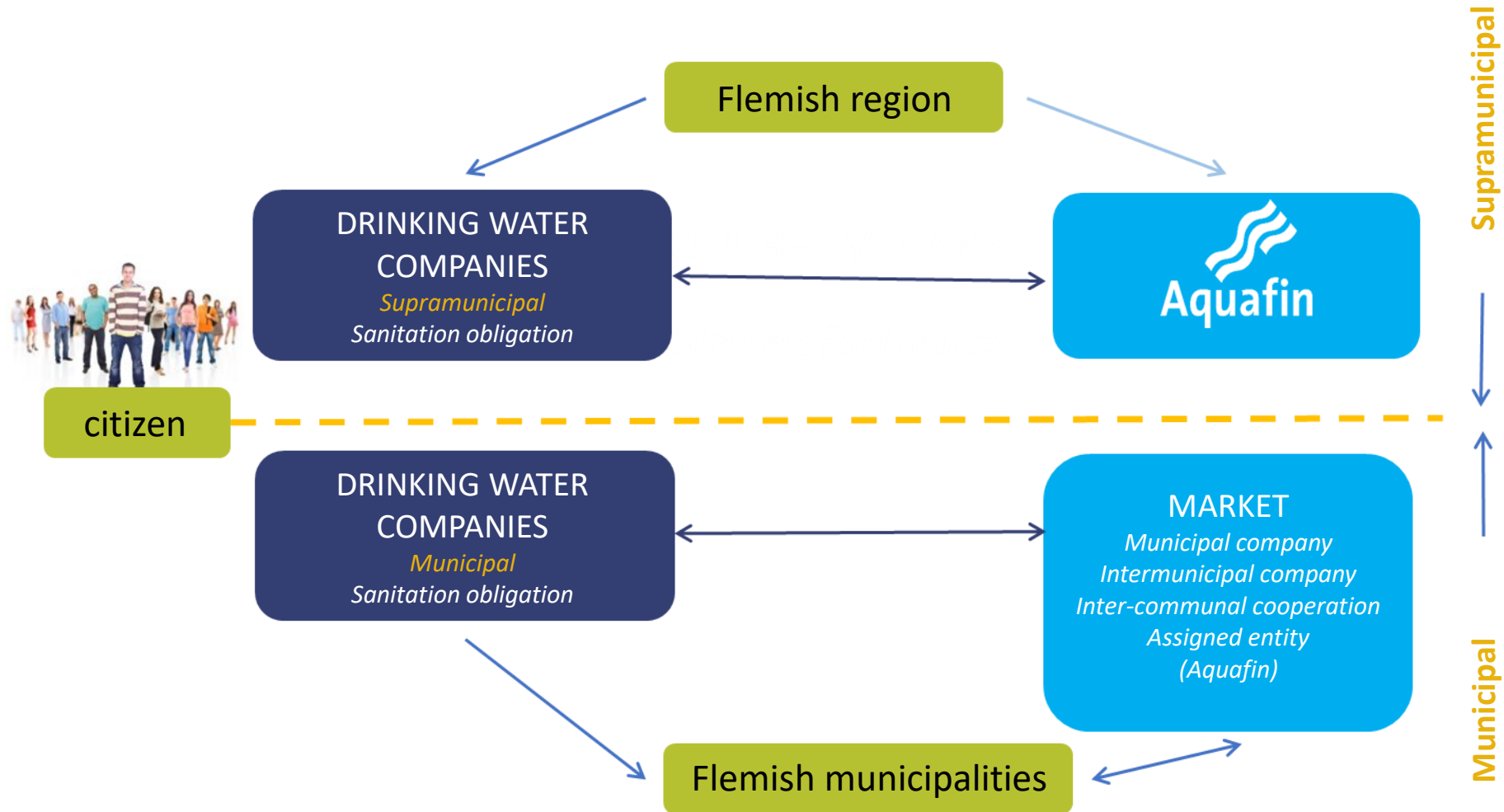
Flanders in facts and figures

- ♦ Municipal sewer manager collects wastewater from homes
 - Outsourcing to (inter)municipal sewer managers or Aquafin is possible
- ♦ Municipal sewer network connects to collector
- ♦ Collector carries wastewater to sewage treatment plants
- ♦ Aquafin manages collectors and sewage treatment plants
- ♦ Individual treatment facility for remote homes

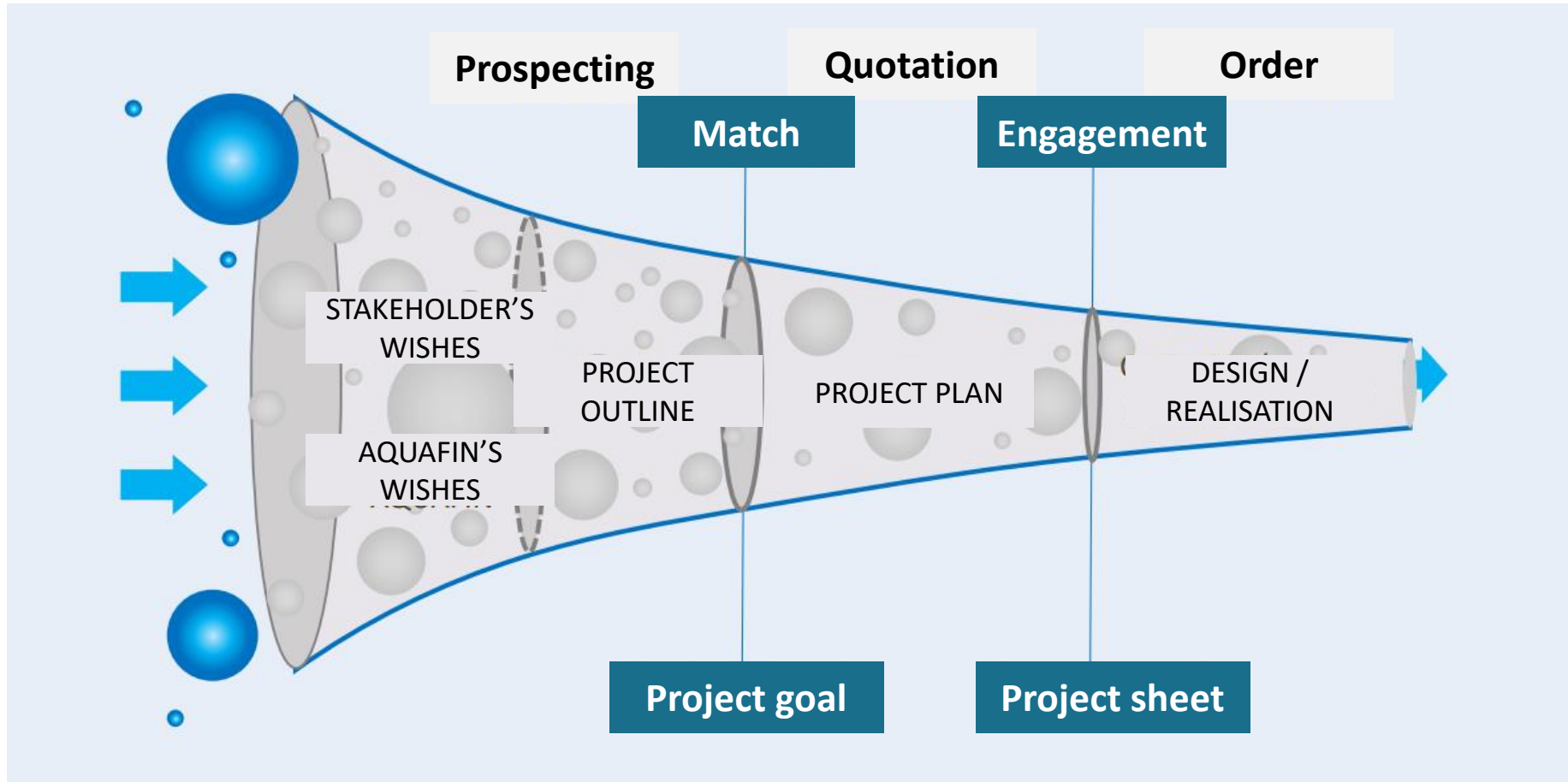
Wastewater treatment



Overview wastewater landscape



New role Aquafin



Overview wastewater landscape

Aquafin

- ◆ Flemish Environmental Holding is 100% shareholder of Aquafin
- ◆ Assignments are fixed in a management contract with the Flemish Region
- ◆ Aquafin takes on sanitation obligation of Flemish drinking water companies
- ◆ Supervisors of the Flanders Environment Agency monitor the operations:
 - Economic Supervisor
 - Ecological Supervisor



Thank you for your attention

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