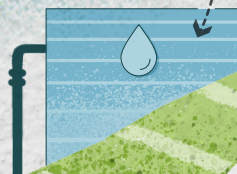


VIVERACQUA
GESTORI IDRICI DEL VENETO

SHARED SUSTAINABILITY

THIRD REPORT | 12 VIVERACQUA UTILITIES



**NETWORKING:
OUR ADDED VALUE**

VIVERACQUA
GESTORI IDRICI DEL VENETO

SHARED SUSTAINABILITY

THIRD REPORT | 12 VIVERACQUA UTILITIES

DATA REFERRED TO 2020



Sharing, synergy, efficiency: the key factors of Veneto Region public model

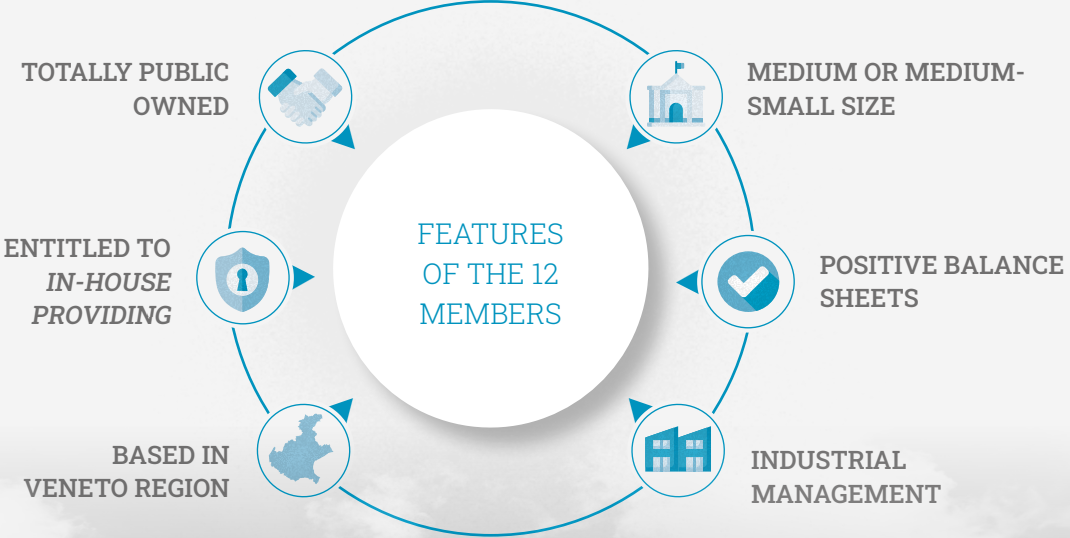
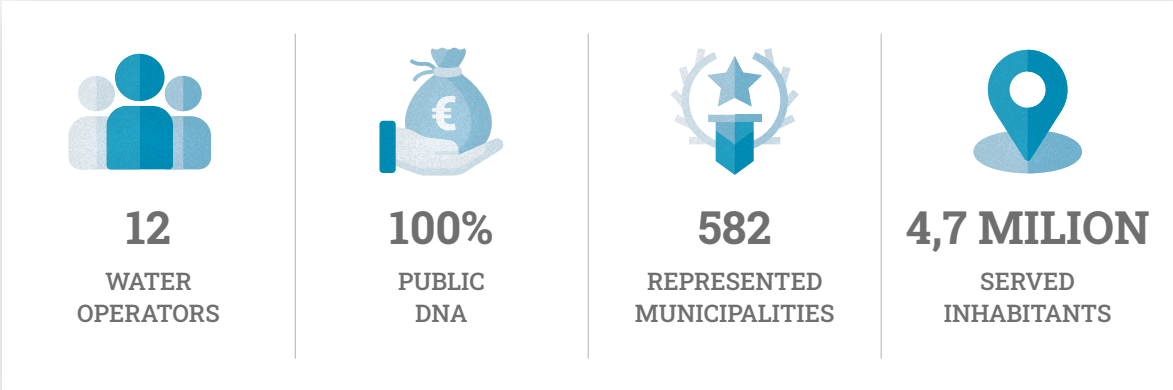
Viveracqua Consortium was founded in June 2011. Beginning with just two members, Acque Veronesi and Acque Vicentine, it subsequently expanded until it became the **network of public water utilities based in Veneto region**. It was the first one in Italy, followed by other ones in Lombardia and Piemonte regions. The purpose is to create a system connecting all local capabilities, in order to **increase the wide heritage of abilities and expertise, leading to economies of scale and scope**.

The mission is to improve services for citizens thanks to large-scale teamwork.

In these years, Viveracqua has been an interlocutor with the institutions both at National and International level, promoting

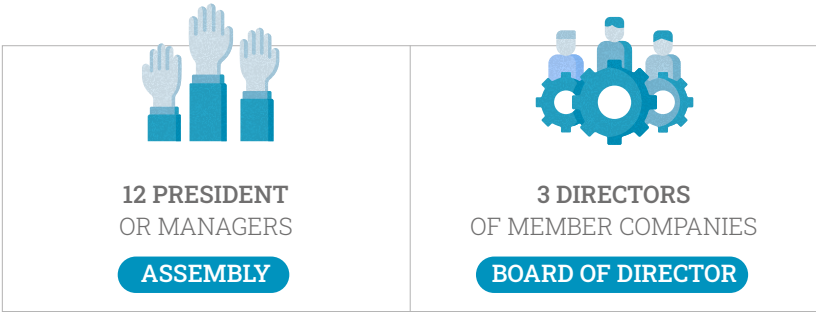
relevant **partnerships**. The Consortium managed to find new opportunities and relevant financial resources for the served areas. All this without loosening the **tight bonds with local communities** specific to each water operator.

Nowadays Viveracqua is composed of **12 public water utilities**, covering the whole Veneto region and part of Friuli-Venezia Giulia, region, representing and serving **582 municipalities and 4,7 million inhabitants**. These public companies, driven by an industrial strategy, annually produce a total value of 776 million Euros.

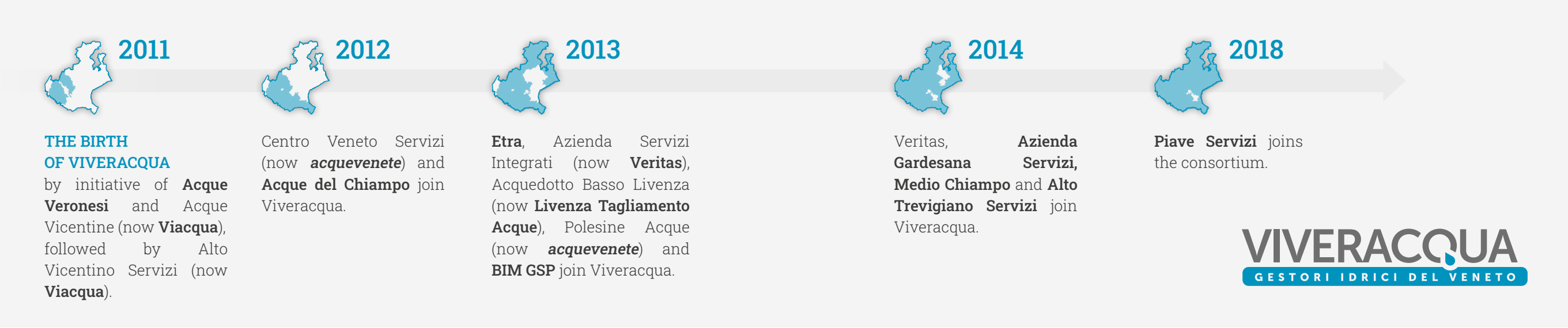


A safe guide for a solid consortium management

Viveracqua is led by an Assembly, composed by the legal representatives of the 12 partner companies, and by the Board of Directors, composed by the directors of 3 partner companies.



OUR HISTORY



OVERALL, IN 2020
THE 12 WATER
OPERATORS SERVED:



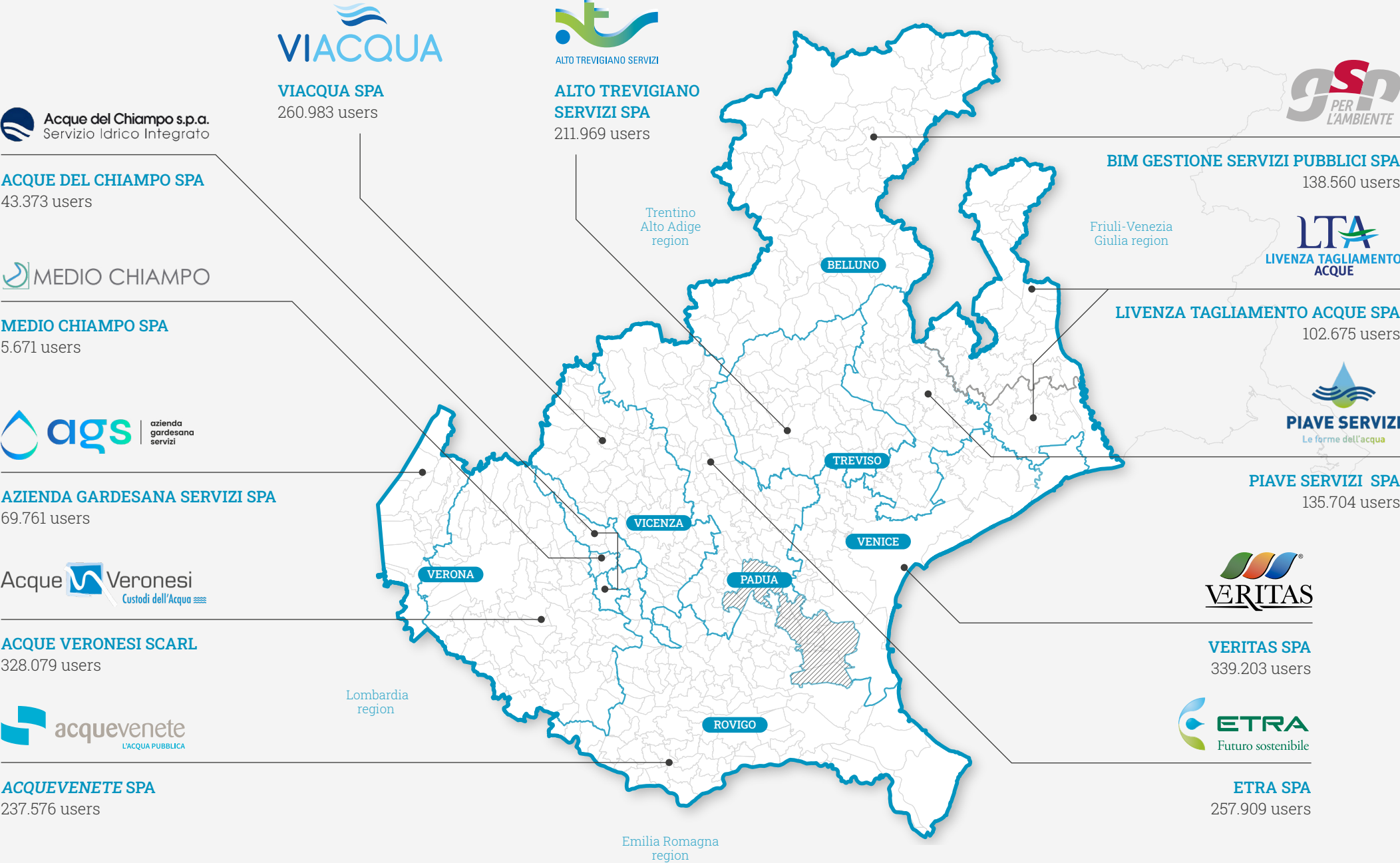
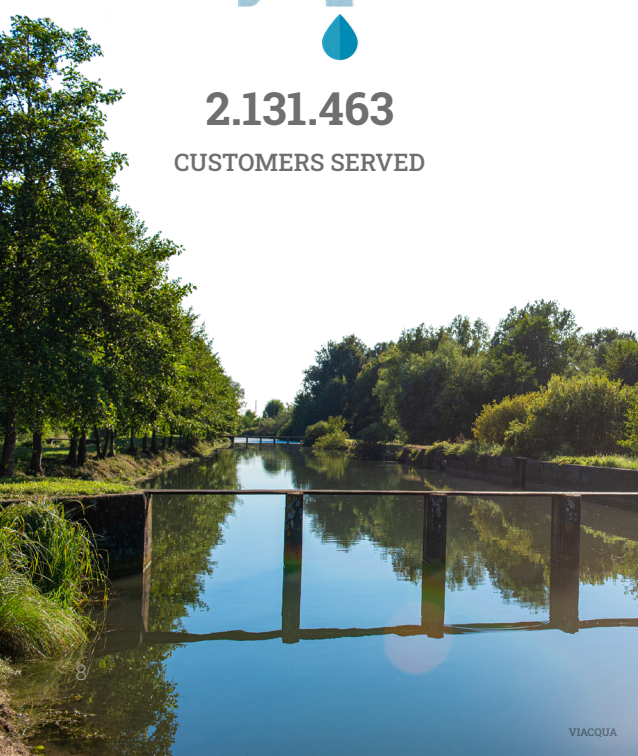
582 MUNICIPALITIES

552 IN VENETO REGION +
30 IN FRIULI-VENEZIA GIULIA



2.131.463

CUSTOMERS SERVED



Bulding up a common vision

Every day Veritas, Acque Veronesi, Etra, Viacqua, acquevenete, Alto Trevigiano Servizi, Piave Servizi, Livenza Tagliamento Acque, Bim Gestione Servizi Pubblici, Azienda Gardesana Servizi, Acque del Chiampo and Medio Chiampo are together on the front line to **meet users needs, to improve the service** and the **environmental protection standards**, to **invest** in the modernization of water supply networks and plants, to promote the **research and development** of innovative solutions, to cut costs and achieve significant savings in favour of the served territories.

-  Working together to increase water services efficiency for citizens
-  Reducing costs related to water resource management
-  Promoting research and development of innovative solution
-  Starting relevant partnerships, both at National and International level
-  Increasing the competitive know-how, achieving economies of scale and scope



Research&Development:
SMART.MET, WATER SMART-METERS FOR REMOTE READING AND MANAGEMENT




Producing **smart-meters** for the **remote reading of water withdrawals**, combining the best solutions on the market, starting from the needs of the water utilities. This is the target of **Smart.Met**, an European project where Viveracqua is a leader, acting together with other 6 European public water utilities: Eau de Paris and SDEA (France), Vivaqua and CILE (Belgium), Promedio (Spain) and Budapest Waterworks (Hungary).

Born in 2017, Smart.Met project is now at its final stage: **field-testing of innovative prototypes**.


There are 5 test sites: Sélestat Region (France), Vicenza (Italy), Zafra (Spain), Liegi and Herstal (Belgium), and Budapest (Hungary).

A challenging and innovative path, that will reach the goal in 2021.


The water smart-meters installed and monitored will be produced thanks to opensource technological platforms, which can **measure, record, and transmit data on water consumption in real time**. They will therefore allow to improve the management of resources, **reducing waste**.



5 YEARS
PROJECT DURATION



4,3 MLN €
TOTAL EXPENSE



90%
FINANCED BY EU

Identification of the priorities: a common path

Networking also means also an all-around confrontation with the communities, territories, institutions, control authorities, suppliers, financiers and the whole collectivity. Stakeholders, in summary, to identify together the priorities and outline a **common direction**.

Based on this assumption, 12 members of Viveracqua made a research in 2019, asking 41 stakeholders and 25 managers of the 12 companies to fill out an online questionnaire.

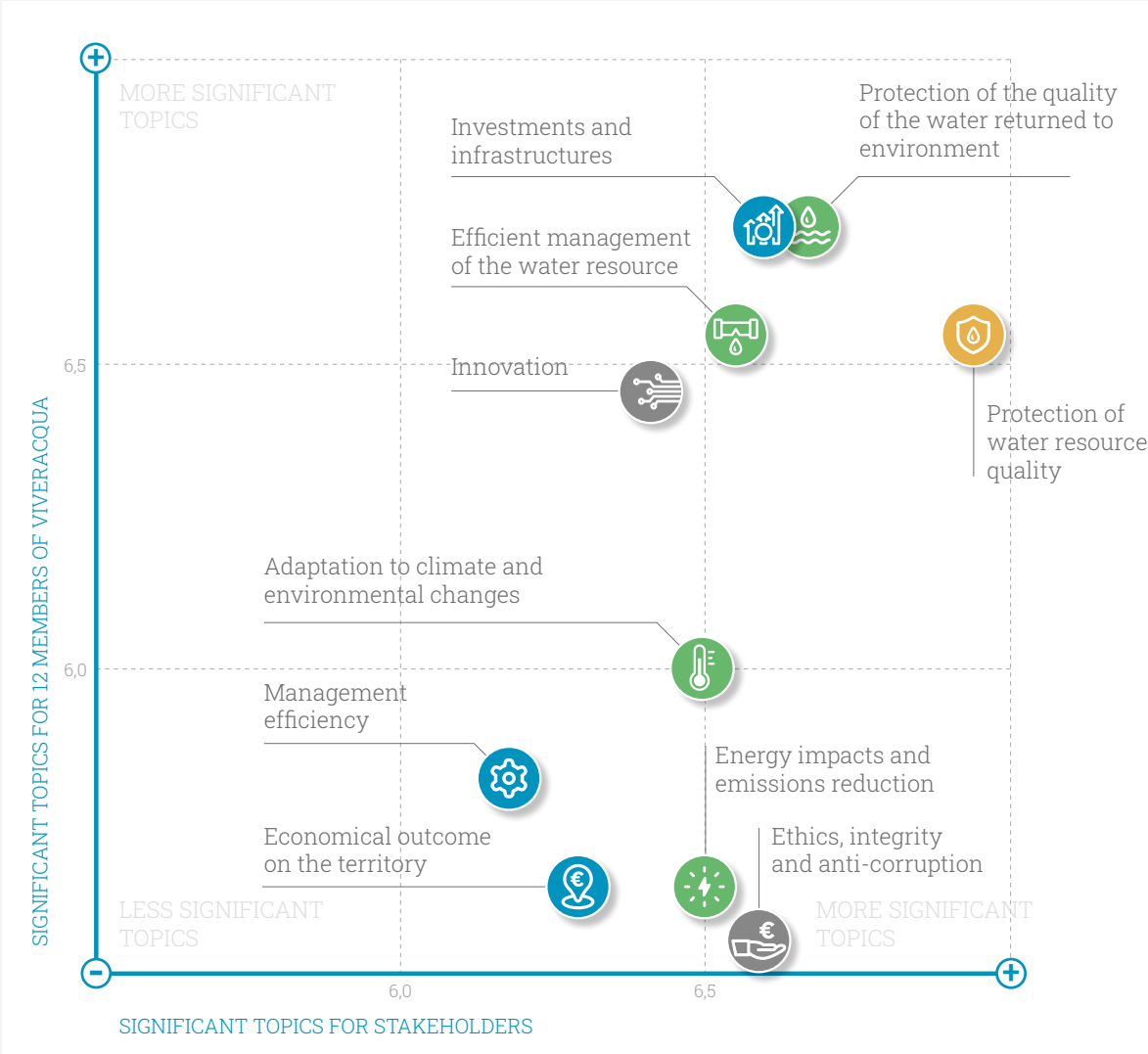


The goal is to identify, for each interviewee, the most relevant issues in each **sustainability** dimension (environmental, social, economical and governance).

The protection of the water resource was the most relevant topic for the interviewees, a **major priority** to focus on for the 12 water operators, alongside **investments, innovation and business ethics**.

THE TOPICS EMERGED AS MOST SIGNIFICANT TO STAKEHOLDERS AND COMPANIES

- Environmental topics
- Economic topics
- Social topics
- Governance topics



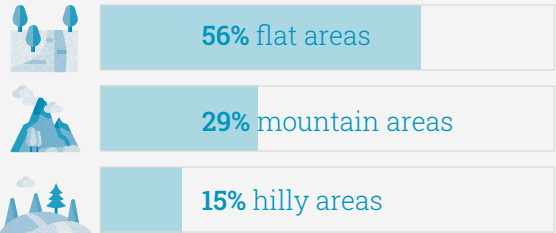
Viveracqua: one region, multiple geometries

FROM THE DOLOMITES TO THE SEA

The 12 Viveracqua water operators act on an area with a remarkable morphological variety: 56% flat areas, 29% mountainous areas, 15% hilly landscapes. In this area there are 5 Regional Parks, 1 National Park, 6 Regional Nature Reserves, 14 National Nature Reserves, 2 Wetlands of International relevance, 9 Regional State-owned forests and several Parks and Regional Riserves of Local and Community Interest.

An **environmental, landscape, historical and cultural heritage of enormous value**, with unique specificities.

THE SERVED TERRITORY



Protecting it for the future generations is the main responsibility of the 12 operators, through balanced water withdrawals, state-of-the-art systems for the water treatment, efficient plants and wide and modern water supply network.

All these aspects are fundamental for the protection of Veneto, a region which, besides having a number of art cities of international interest and industrial companies, actually claims the highest number of tourists in Italy: a patrimony that needs to be protected and enhanced also in terms of **services offered**.

A look to the future: information through training

THE IMPORTANCE OF THE ENVIRIOMENTAL EDUCATION

Educating the young people means **looking to the future**, training today the citizens of tomorrow.

All Viveracqua operators promote projects of environmental education for primary and secondary schools, a solid contribution to the training of tomorrow citizens, to educate them towards the water saving and the environmental safety and to let them know the magic of water which, from nature, arrives clean to our taps and then comes back to the environment, clean again.



37.215

STUDENTS INVOLVED
IN 2018-2019

29.961

STUDENTS INVOLVED
IN 2019-2020

24.806

STUDENTS INVOLVED
IN 2020-2021

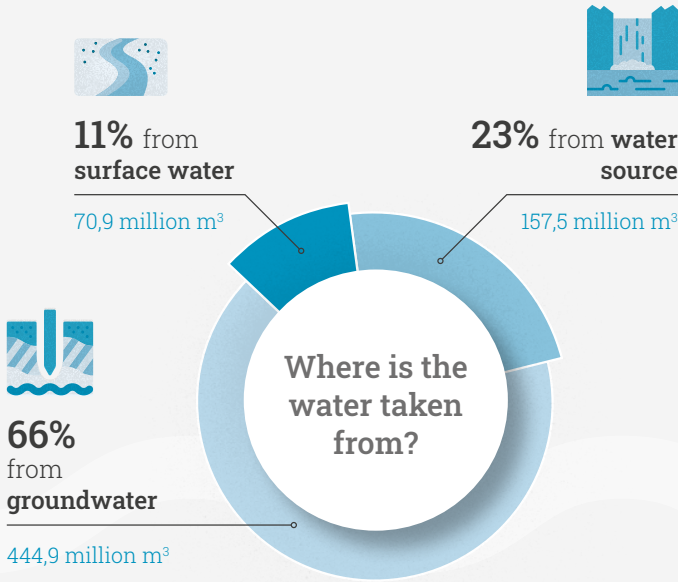
FROM 2020 TO 2021


DATA AFFECTED

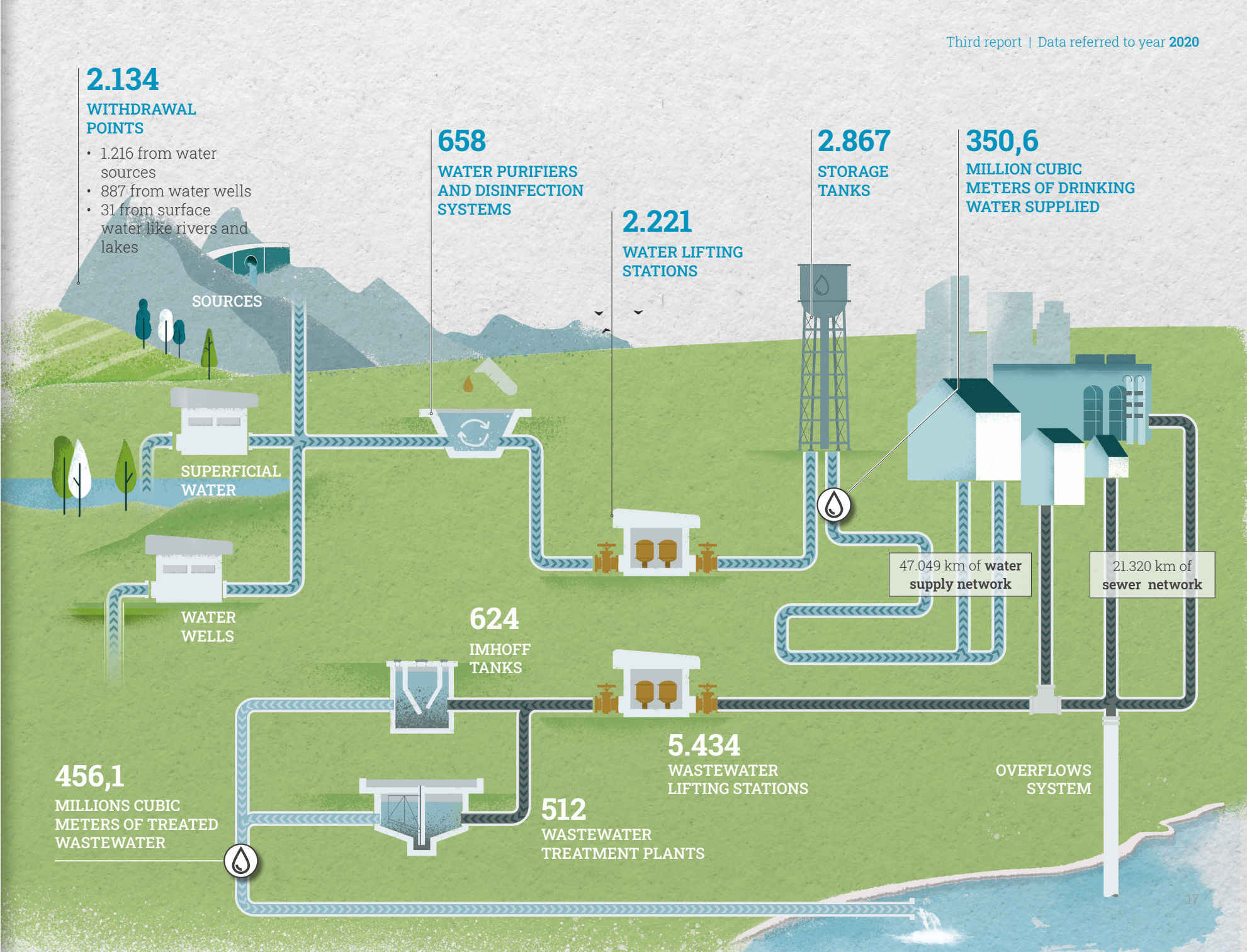
BY COVID-19

EMERGENCY

Viveracqua, water supply networks and plants to serve the territory



 Pure and controlled water from the tap



Care for the environment, a 360-degree commitment

Water is a fundamental necessity, a precious resource to be protected and managed in a sustainable way, in every single step of the integrated water service, to ensure the protection of the health and the environment.

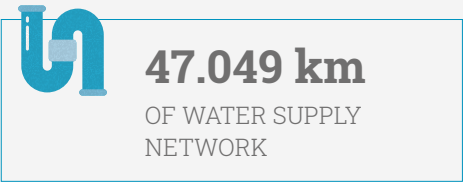


AQUEDUCT

A HERITAGE OF PIPELINES TO PROVIDE WATER THROUGHOUT THE VENETO REGION

The 12 Viveracqua water operators manage the assets of tens of thousands kilometres of pipelines. A widespread network, which serves more than 2 million users, providing them water withdrawn from more than 2 thousands sources like water springs, groundwater and surface water.

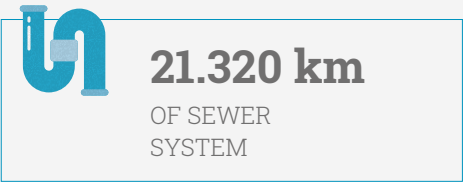
Every year 350 million cubic meters of drinking water are supplied to users, regularly controlled with approximately 30.000 samples and more than half a million parameters.



SEWERAGE

THE RESPONSABILITY TO RETURN CLEAN WATER TO THE ENVIRONMENT

In Veneto region, the sewerage counts 21.320 km of pipelines, in addition to 5.434 plants and lifting stations. More than 1.7 million users are reached by the sewerage in the territories served by Viveracqua. Extending the sewerage system to an increasing number of users is of crucial importance to return clean water back to the environment after its use, and therefore to ensure even better environmental protection standards. That's why a continuous commitment of the 12 water operators is to extend the sewerage to reach the areas not yet served.

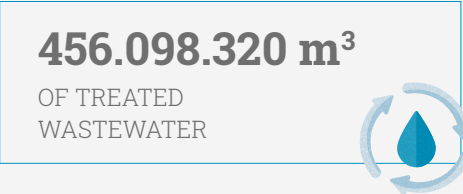


WASTEWATER TREATMENT

A DAILY CHALLENGE IN THE NAME OF ENVIRONMENTAL PROTECTION

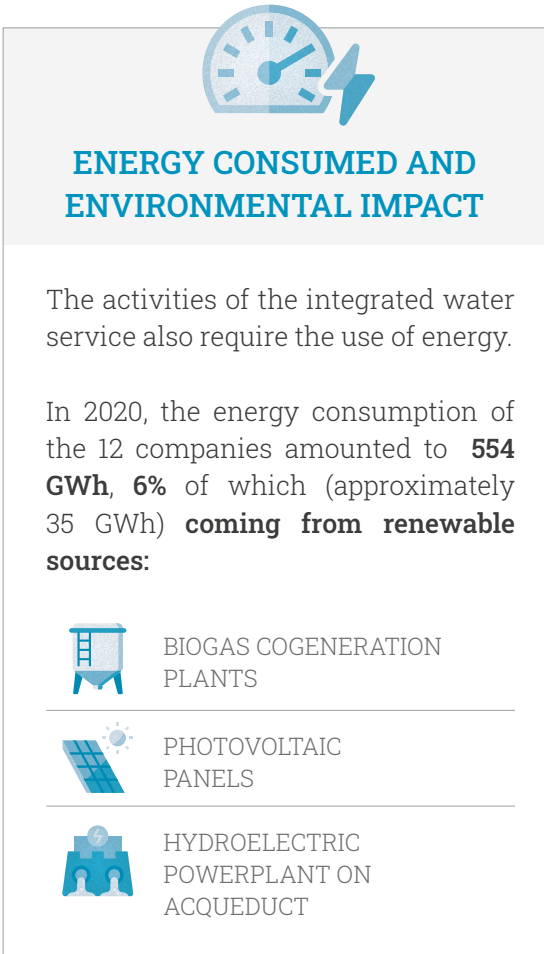
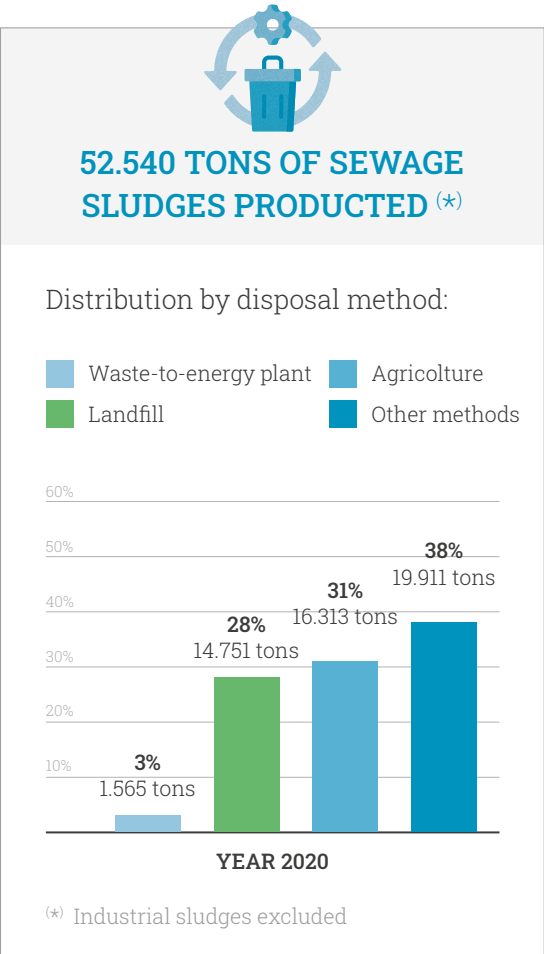
The wastewater treatment plant is one of the most important phases in the integrated water service chain, as it performs the fundamental function of restoring the water to wholesomeness back, so that it can be conveyed into the waterways in our territory.

A commitment with a focus on the environmental protection which, for the 12 Viveracqua members, means a careful management of the 1.329 wastewater treatment plants, serving 1.6 million users, treating 456 million cubic meters of wastewater.



The purified water is also regularly analysed both at the entrance and at the exit of the plants: approximately 50.000 samples and half a million parameters are analysed every year.

The water treatment procedures lead to thousands of tons of waste every year. Approximately 90% of the waste, 52 thousands of tons by dry weight, are sewage sludges.



Quality water, drinking water

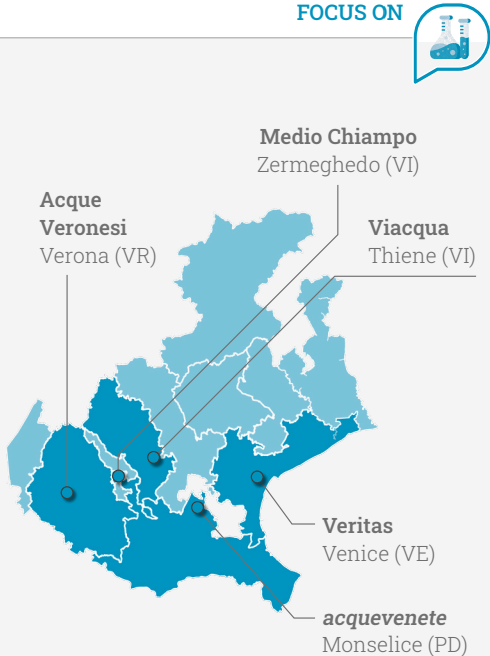
VIVERACQUA LAB

What's ViveracquaLab? A network of laboratories linking plants and technicians, combining the know-how and technologies of each partner company.

Target of the project: to analyse and regularly monitor the quality of the drinking water and wastewater, ensuring the health, the safety and the protection of the water resource.

ViveracquaLab's plus:

- Large-scale optimization thanks to the rationalization of activities;
- Sharing technological innovations and equipment already available on the network;
- Constant alignment with the continuous regulatory changes of the water sector;
- Maximization of the efficiency of human resources and their specific skills;
- Development of common methods for the research of emerging contaminants.




VIVERACQUALAB NETWORK

ViveracquaLab today has
5 laboratories accredited
UNI EN ISO/IEC 17025



150.000
ANALYSIS



1,4 million
OF CHECKED
PARAMETERS

FOCUS ON



LEARNING FROM EMERGENCY:

THE WATER SAFETY PLANS

Towards an
integrated control
of the drinking
water chain

THE PURPOSES OF THE PLAN



To identify potential hazards in every phase of the water supply chain



To take prevention measures from contamination risks

To ensure the safety of the water supplied, starting from the analysis and the prevention of risk factors: this is the target of the **Water Safety Plans (WSPs)**, which the 12 water operators will have to produce by 2025 for the whole territory covered.

A detailed mapping which identifies the risks for all the withdrawal sources (more than 2.000 between water sources, groundwater and surface water), and for the whole aqueduct network (more than 47.000 kilometers).

Currently **there are more than 450 Water Safety Plans in progress**: they are supposed to be completed by 2025.

It's a complex project that started with the first Water Safety Plans in Veneto region (and one of the first in Italy), carried out

for the aqueduct system of Lonigo (26 municipalities with more than 108.000 inhabitants between Vicenza, Verona and Padua), contaminated with PFAS and become now a benchmark for the 12 Viveracqua Utilities.

Synergy is also applied on the know-how of all the 12 water operators: Viveracqua, infact, organized the **Team Leader Training**, where the technicians will have to look after the development, the implementation, the maintenance, the check and the revision of the Water Safety Plans to be set up for all the aqueduct systems of Veneto region.

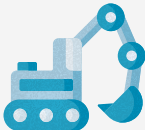


Investing in water assets, investing in the future

The water resource is a common good, enjoying it is a universal right, preserving it is a collective duty.

Its renewing, strengthening and improving process is necessary both for keeping the water supply and the sewerage network efficient and for respecting the environment. It depends on all of us. Investing the required resources to maintain and improve this heritage is one of the main goals of the

Utilities, called to take care of the public good par excellence, water. More than 356 million Euros was invested in 2020 and more than 1 billion planned for the triennium 2020/2022 to strengthen the water supply network and to extend the sewage system, build up wastewater treatment plants and improve the treatment process, ensure high quality standards, protect the environment and make the whole water supply system even more resilient to climate changes.



356.851.286 €

INVESTMENT
IN 2020



76,8 €/ab.

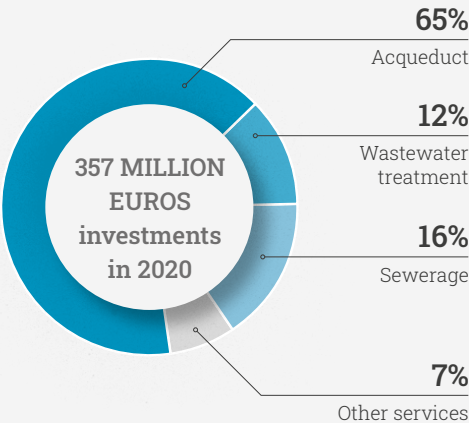
INVESTMENT PER CAPITA
IN 2020



1.097.591.000 €

INVESTMENT PLANNED
FOR 2020/2021

INVESTMENT
PER ACTIVITY





FOCUS ON

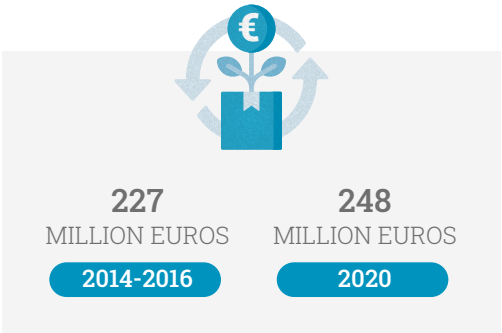


HYDROBOND EUROPEAN FUNDING FOR THE TERRITORY

Improving the water heritage by investing financial resources to give to the future generations efficient infrastructures and a sustainable environment.

The **Viveracqua Hydrobond** project allows to support, without any delay, the investments necessary for the water sector, which are also a fundamental driver for the economy of our territories. The bond issue takes place in a shared and fair scenario between the Utilities.

In 2020 the **third bond** issue has positively come to an end with a total value of 248 million Euros for Viveracqua Utilities. The new funding will be entirely invested in the territories served by the 6 water operators (320 municipalities, 2.3 million people, 27.000 kilometers of water supply network). An overall amount of 700 million Euros in



the next 4 years is planned to be invested by the Utilities to improve and increase the integrated water service.

700 million Euros of new water works have to be added to the 539 million euros already invested since 2014, thanks to the first and the second bond issue, for a total of over 1.200 million euros invested to improve the water supply network and the water plants in Veneto region, to offer a more efficient service to our users and to raise environmental protection standards

FOCUS ON



INVESTMENT FOR PFAS-FREE WATER

Changing the water supply sources in the area contaminated by PFAS, to provide all the citizens with clean water. The construction sites of water operators acquevenete, Acque Veronesi, Acque del Chiampe and Viacqua are in progress, to complete the works necessary for the definitive resolution of this problem: 96 million Euros invested in works already completed and started.

For the Utilities, that was an important commitment, triggered as soon as PFAS pollution emerged: a number of security measures have been deployed, starting from the installation of activated carbon filters on the aqueducts contaminated in order to remove the pollutants and ensure safe water to the users. The target is to **guarantee an alternative water supply to the most contaminated territories**, by creating a network between the aqueduct systems of the region.



Economic impact of the investments

An essential aspect resulting from the investments of the 12 water operators is the **impact on the economy and employment**: the works undertaken generate both spin-off and direct/indirect employment (professionals, business companies and suppliers).

A value created non only for the present: the investments are fundamental for the **next generations** as they ensure an efficient and well-established water heritage for those who will come after us.



457

MILLIONS EUROS OF PURCHASES IN 2020



8.304

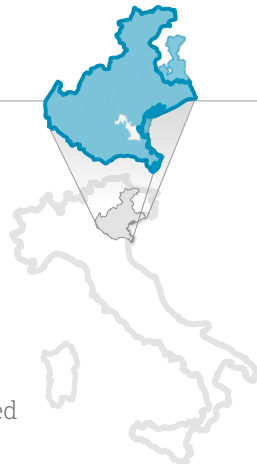
SUPPLIERS ACTIVATED IN 2020

The works have been carried out with an environmental sustainability approach and they involve a further **positive impact on the local economy**: in 2020 the 12 Utilities bought jobs, services, and supplies for a total amount of **more than 457 million euros**.

60% of these purchases, 276 million euros, have been made **in the area of Viveracqua**, involving **5.293 suppliers based in Veneto region** (63% of the 8.304 in total), **boosting the economy** of the Region.

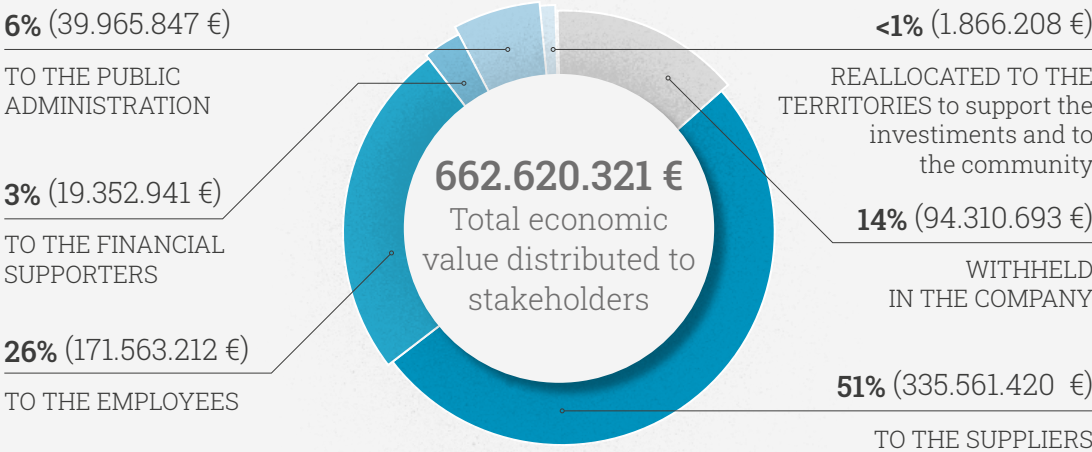
A wealth that benefits the territory

60% (about 276 million euros) of purchases were made from suppliers based in the **Veneto region**.



Viveracqua: economic value generated and shared

NET ECONOMIC VALUE GENERATED AND DISTRIBUTED IN 2020



The daily activity of the 12 Viveracqua Utilities creates **opportunities** for the territory, the municipalities, the institutions, the business companies and the whole **collectivity**.

In 2020 the total value generated by Viveracqua Utilities was **663 million euros**. This amount, allocated to the **local**

stakeholders, helped to create value through investments, human resources valorization, development, improvements and deployment of the service, maintenance, and renovation of the structures. A **virtuous dynamic** with a positive impact on the region, a support for the whole ecosystem of stakeholders, **crucial players** of the **integrated water supply service**.

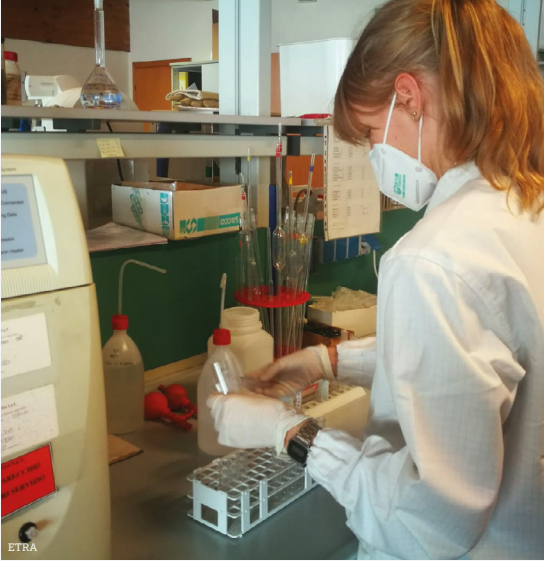
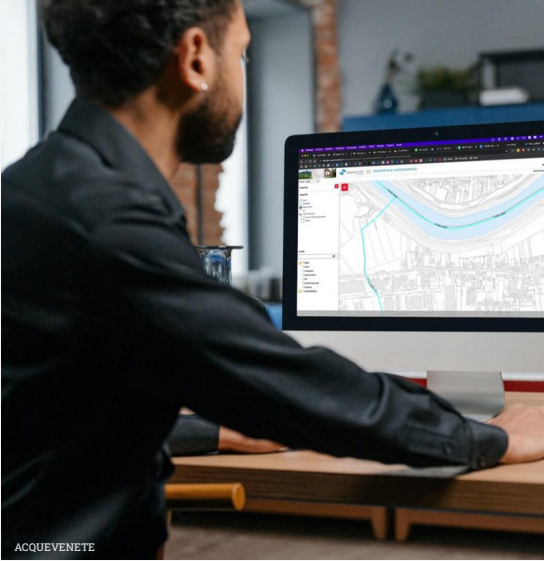
People, our value

Open tap:
the ecosystem of
human resources
behind a simple act

Efficiency, know-how, helpfulness: the Utilities' service is daily carried out by about **3.000 skillful people** (3.022 employees at 31/12/2020).

Every employee is enabled to work at his best in a **pleasant work environment**, where **productivity** and **cooperation** are encouraged.

A specific attention is paid to **constantly improve the service** through a continuous training program at all levels, specifically focused on safety, in order to fully protect the health of the workers.



3.022
EMPLOYEES
of which

713 women
APPROXIMATELY 24%



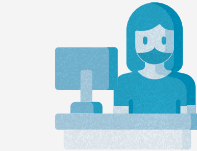
43.414
TRAINING HOURS
of which

18.872 hours
ABOUT SAFETY (43%)

This data are affected by lockdown period
caused by Covid-19



Utilities at the service of the community



73
HELP DESKS
OPEN TO THE PUBLIC



27
INFORMATION
DESKS



141.171
ACCESS TO
THE DESKS



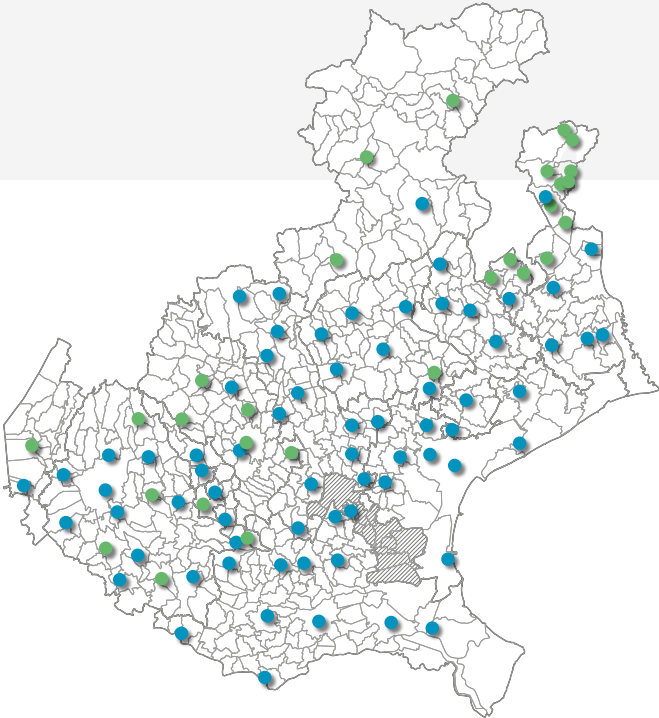
7.738.029
BILLS
ISSUED

From the ordinary maintenance of the aqueduct network to the service at the help desk, from the environmental education to the emergency intervention: the goal of the water operators is to provide **citizens with an always excellent service**. First of all, this implies to ensure an accurate and precise water supply and, from an administrative point of view, to simplify as much as possible the service to the citizens. As far as the water services are concerned, it's fundamental also to have a number of tested procedures to manage

the emergencies quickly and efficiently, minimizing the inconveniences to citizens. Eventually, all the water operators invested in the last few years a lot of money to **enhance their "Customer Service"**, implementing the opportunities coming from the new technologies to **improve their listening ability**. A service which is intended to be rapid and automated for the routine activities, but at the same time capable to give a targeted response in case of emergency.

A consolidated network on the territory

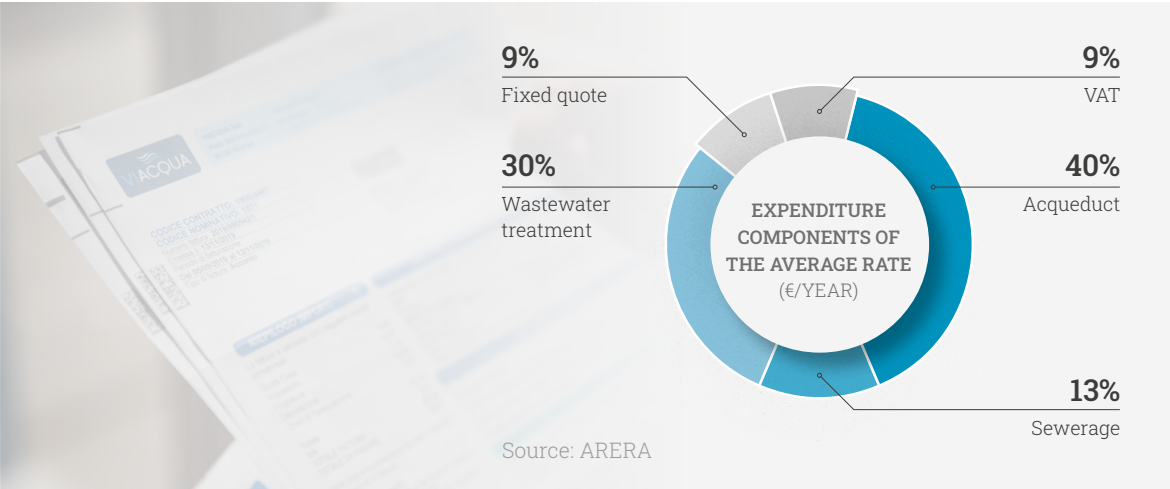
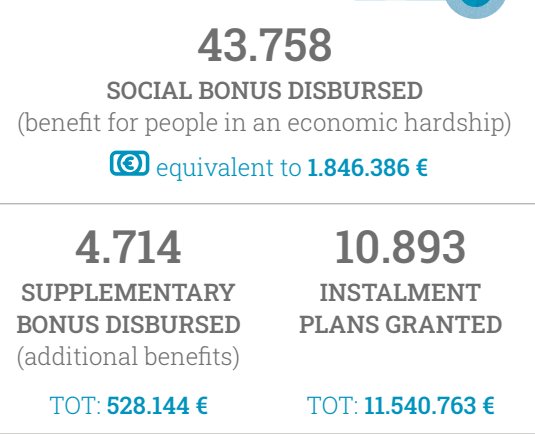
- Main help desks
- Information desks



Disbursement of water bonus

For the 12 Viveracqua water operators, **the attention to users** results in a punctual water bonus disbursement. The bonus allows families in a **social and economic hardship** to cut the costs of the water supply service.

The bonus allows not to pay for a minimum quantity of water per person per year, established in 50 liters per day per person (18.25 m³ of water per year), considered enough to meet the basic needs.

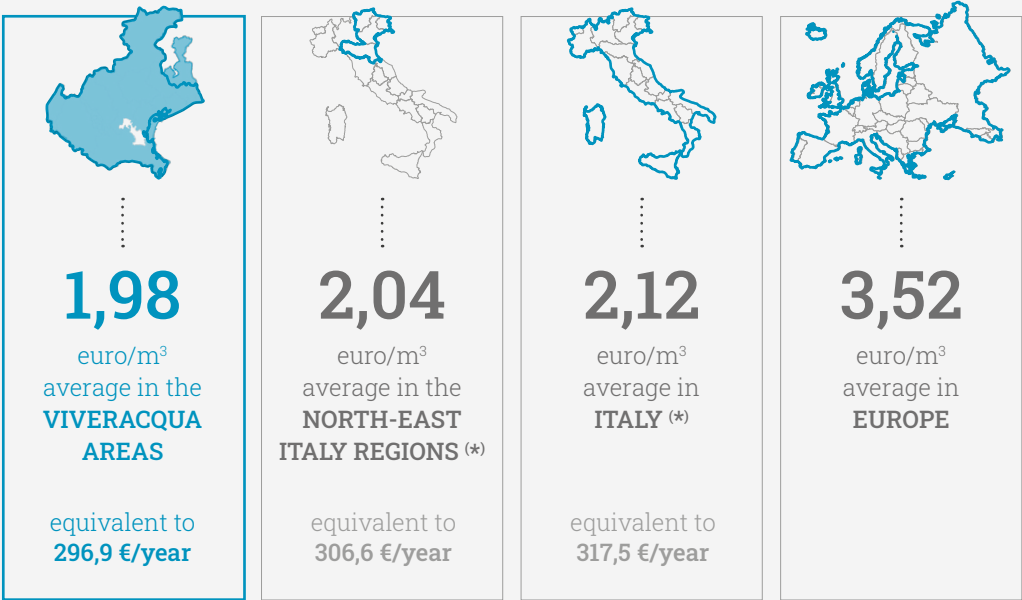


How much does a cubic meter of water cost?

Average rate for a 3-people family, consuming 150 m³/year, all the services included (aqueduct, sewer and wastewater treatment), VAT, equalization, and additional charges.

(*) Sourc: Arera, only VAT included

1 m³ of water:
average
consumption
of a person
in 4 days



We measure to improved Performance and contractual quality

Efficient service is based upon a continuous process of performance check.

The common mission of the 12 Viveracqua Utilities is to get customer satisfaction through the quality of the service, the constant improving of the process deployed and the close dialogue with the citizens.

A punctual and periodic check which, as established by the National authority ARERA, occurs respecting the minimum standards and both specific and general quality levels.

12 ORGANIZATION, JUST ONE MISSION:

Starting from 2016 Arera (the Authority regulating Energy, Networks and Environment), defined the contractual standards regulating the connection between water operators and the users. The procedures carried out in 2020 have been grouped depending on the type and

relevance within the integrated water service.

In 2020, 304.939 services have been carried out (excluding the ones related to invoicing, phone calls and accesses to the help desks), with 98% of the cases meeting the standards required.



CONTRACTUAL PROCEDURES

Activation, de-activation and re-activation of the service and contract transfer are part of these procedures. The standards indicate the maximum time within these operations must be carried out. The total amount of the contractual procedures done is affected as well by the closures during the lockdown period for Covid-19

An average of **99%** out of **147.538 procedures** carried out by Viveracqua Utilities met the standard.



REPLY TO WRITTEN REQUESTS OF INFORMATION AND TO WRITTEN COMPLAINTS

The standard is given by the maximum response time (30 working days) given by Arera.

An average of **97%** of the **43.297 written requests** and complaints received by Viveracqua met the deadlines.



AQUEDUCT AND SEWERAGE CONNECTIONS

The connection works to the aqueduct network and to the sewer have been included (both simple connections – i.e. installation of a water meter – and complex connections – i.e. positioning of a new valve)

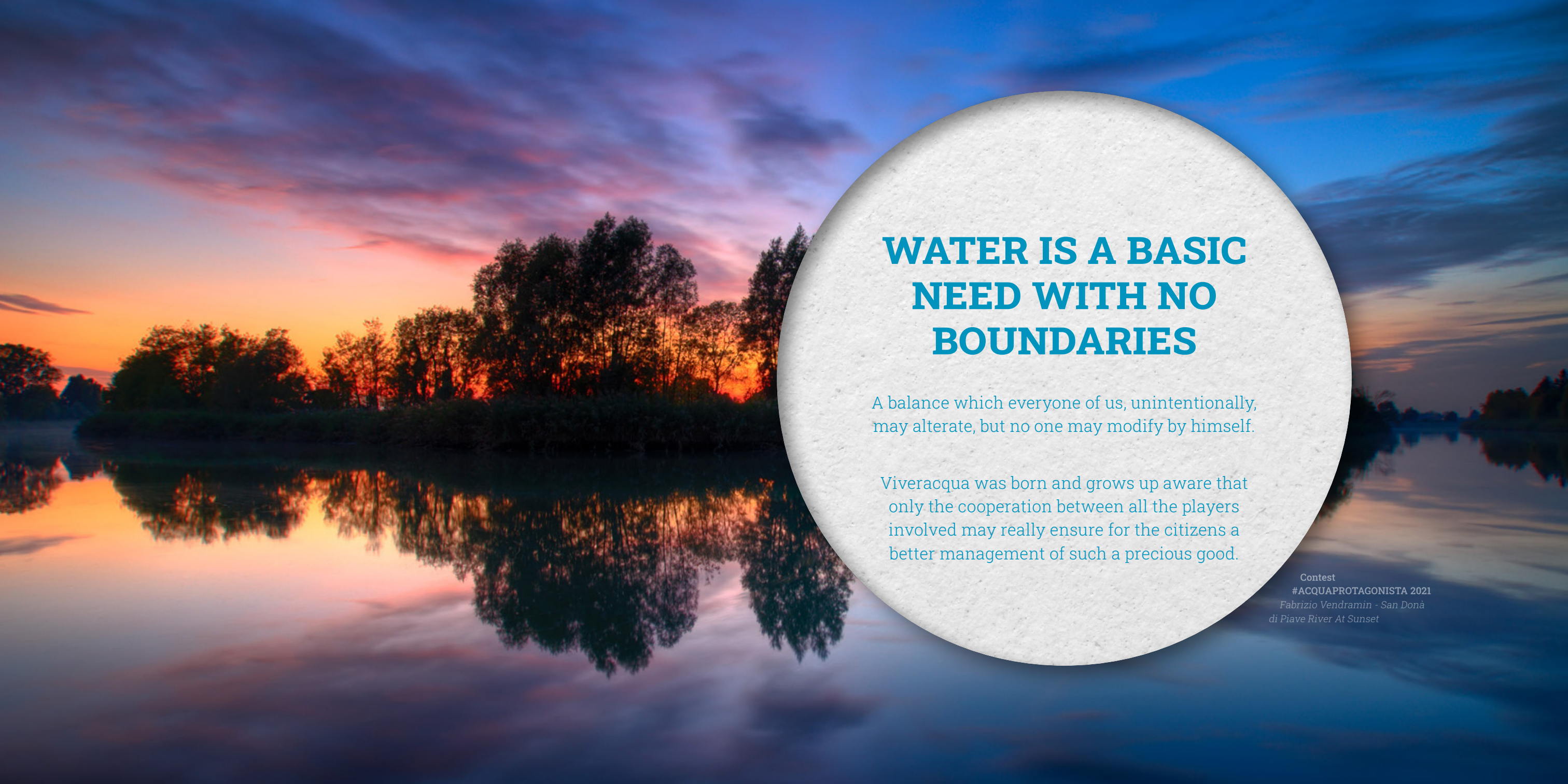
90% of the **9.542 overall connections** made by Viveracqua Utilities met the standards.



EMERGENCY RESPONSE TEAM

All the Utilities have a switchboard operating 24 hours a day and seven days a week.

92% of the **175.992 phone calls** received by the Emergency Response Team's switchboard met the standards.



WATER IS A BASIC NEED WITH NO BOUNDARIES

A balance which everyone of us, unintentionally, may alterate, but no one may modify by himself.

Viveracqua was born and grows up aware that only the cooperation between all the players involved may really ensure for the citizens a better management of such a precious good.

Contest
#ACQUAPROTAGONISTA 2021
Fabrizio Vendramin - San Donà
di Piave River At Sunset



VIVERACQUA SCARL

LEGAL AND ADMINISTRATIVE HEADQUARTERS
Lungadige Galtarossa, 8 - 37133 Verona (VR)

Shared Sustainability was
printed on 100% recycled paper

Editorial Staff: October 2021

Editorial and technical coordination: Viveracqua scarl

Data visualisation: Divisione Energia srl

Thanks to all the people who collaborated on the document.

Viveracqua is part of



European Association
of public water managers

Follow us on
www.viveracqua.it





www.viveracqua.it