

METROPOLIS 2011

Sustainable cities and urban services

Geneviève FERONE - Senior Vice President for Sustainability





Veolia Environnement

Global benchmark in environmental solutions



Veolia Environnement:

Global benchmark in environmental solutions



**MORE THAN
150 YEARS'**

EXPERIENCE

317,034

EMPLOYEES IN

77 COUNTRIES

€34,787 M

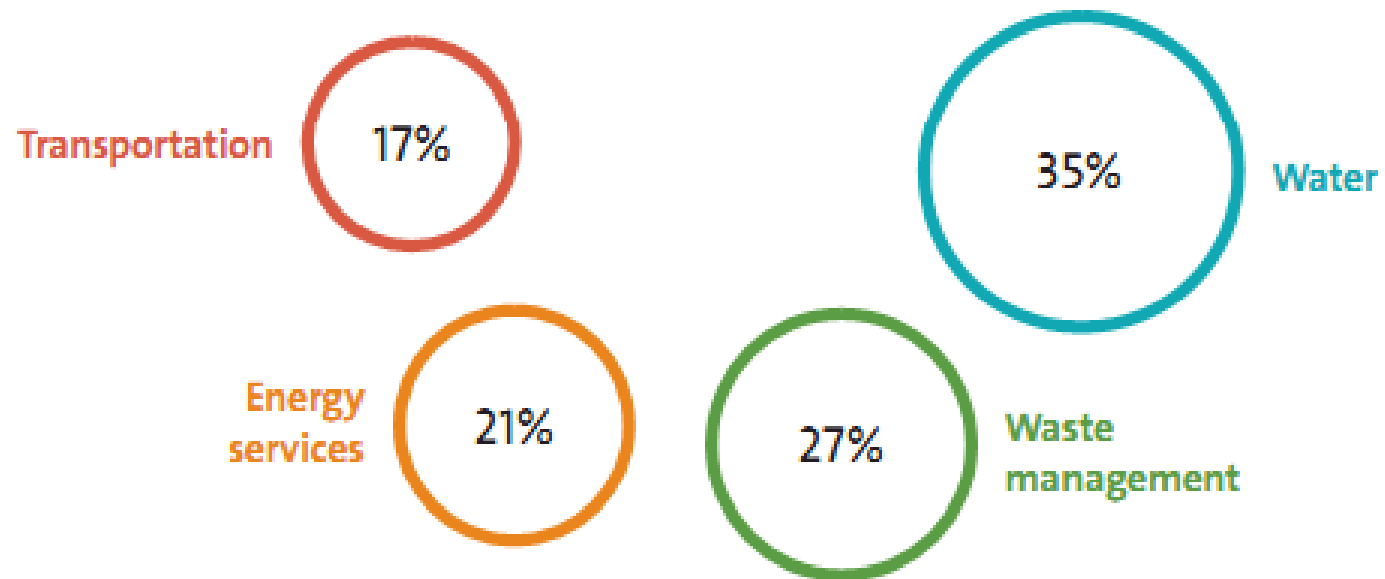
IN CONSOLIDATED REVENUE

in 2010

**Solutions for the management of the essential services
of water, waste management, transportation and energy.**

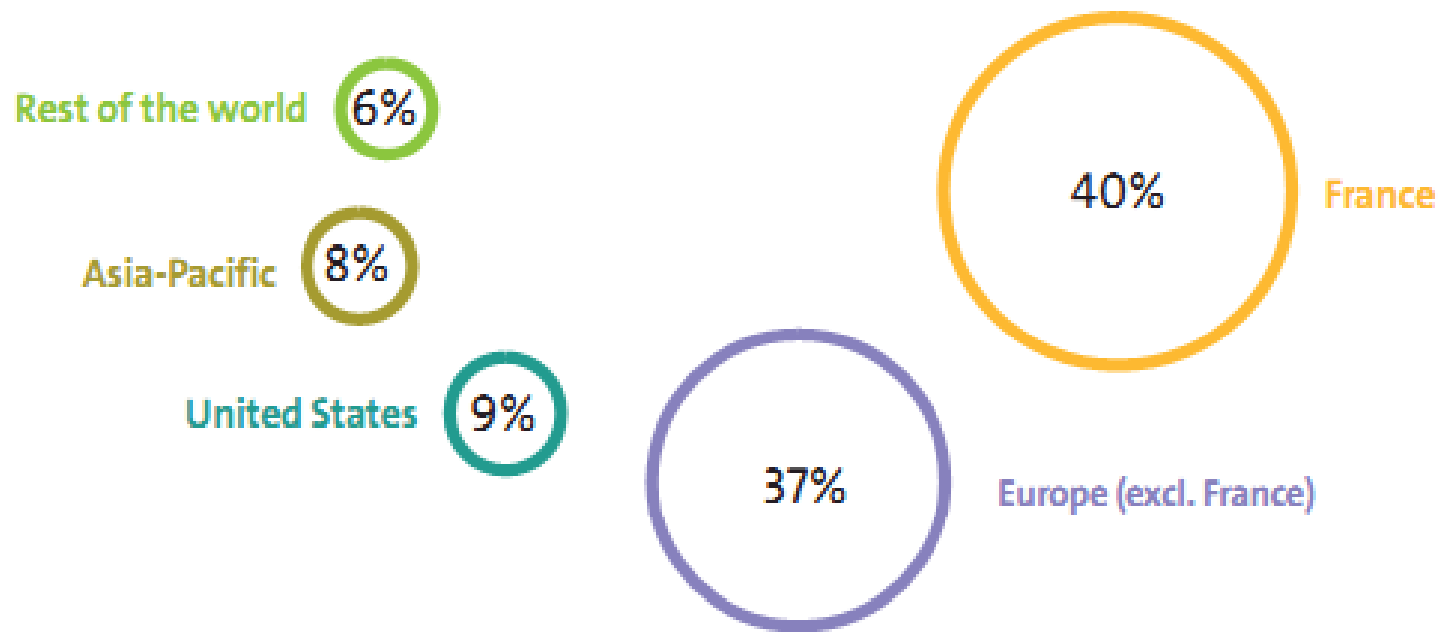
Veolia Environnement:

Revenue breakdown by Division in 2010



Veolia Environnement:

Revenue breakdown by Geographic Area in 2010

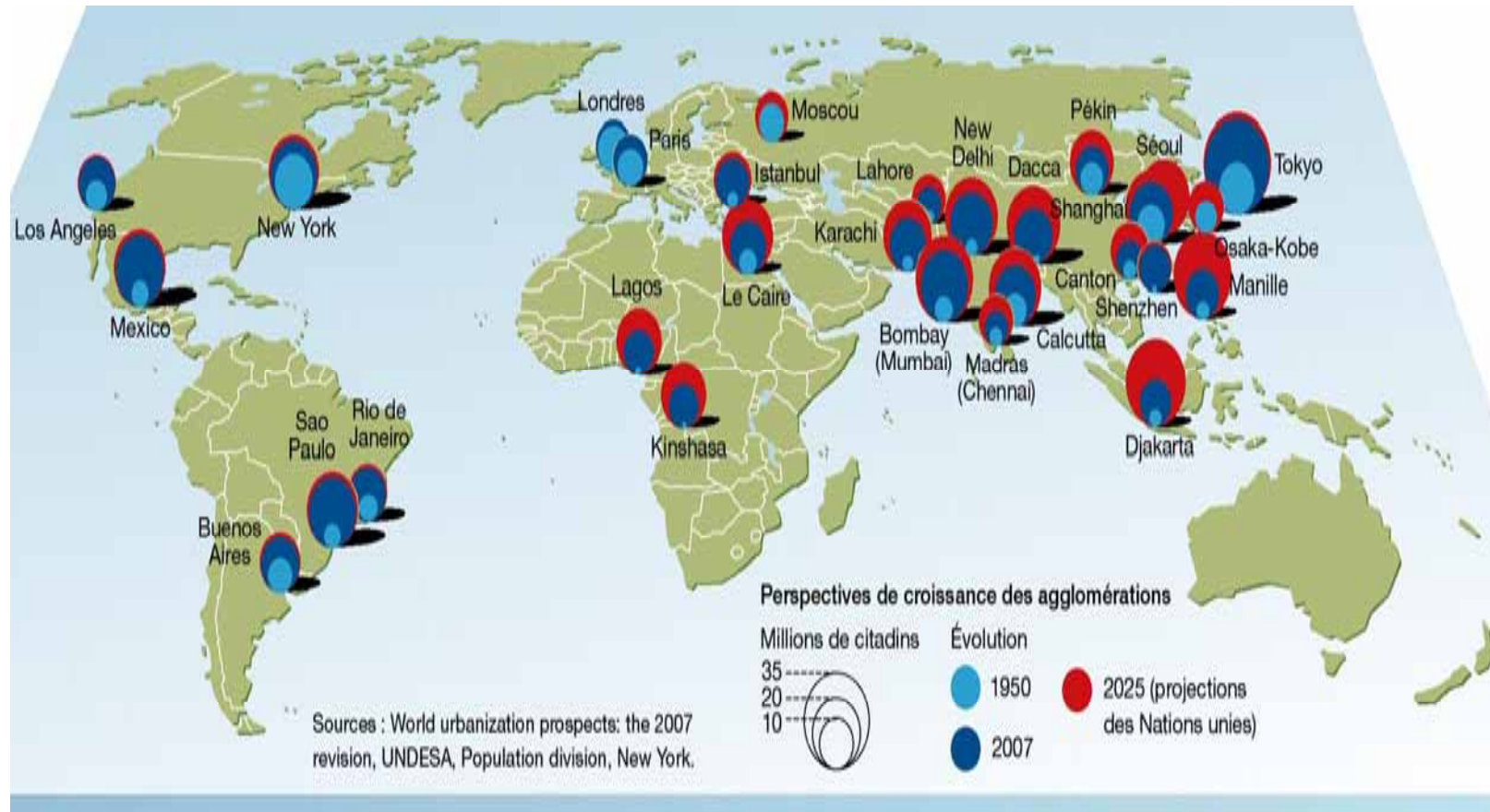




*Urbanization, metropolitan development
and sustainability*



Urban growth for essentially developing countries



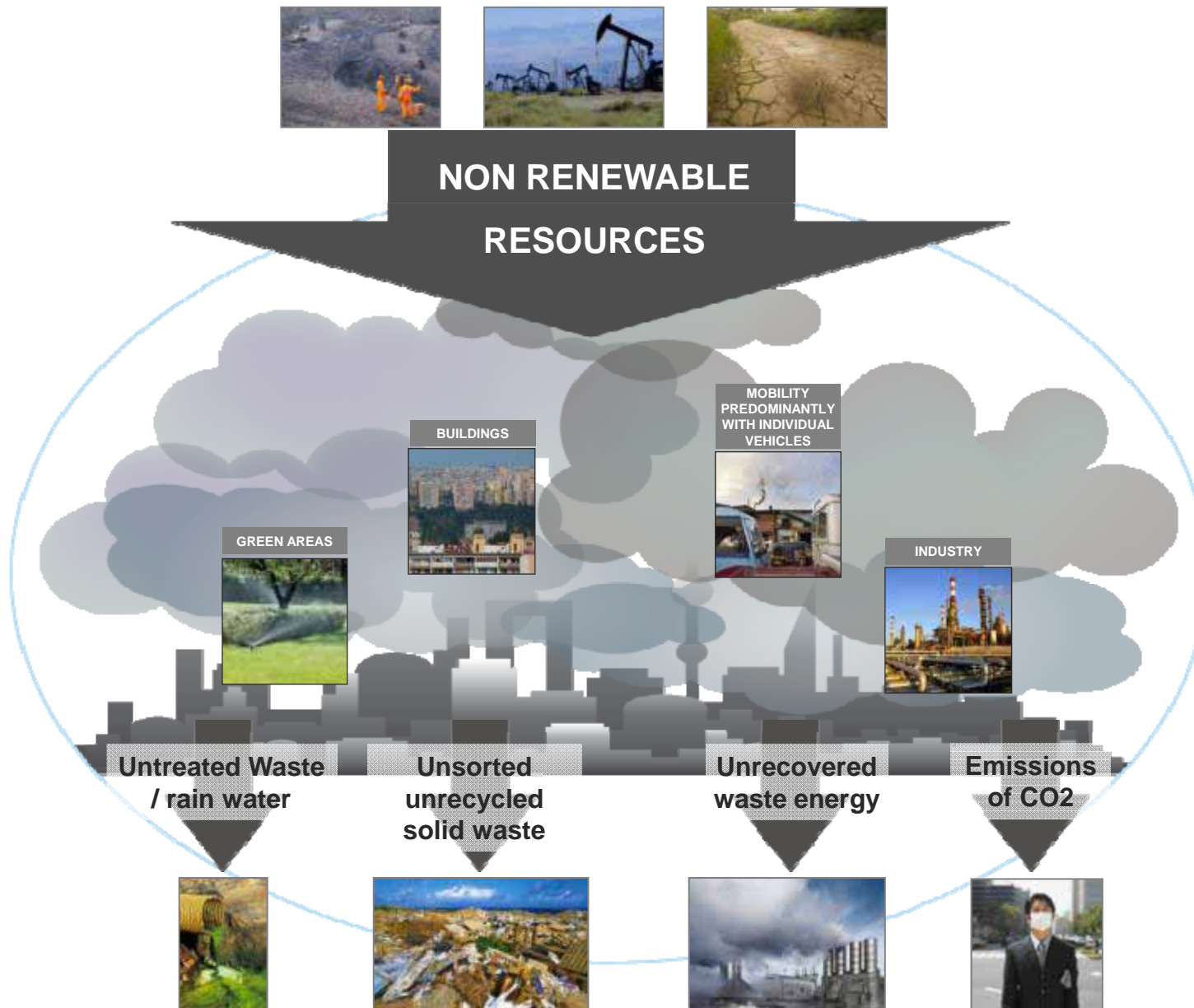
Cities increasingly more powerful ...



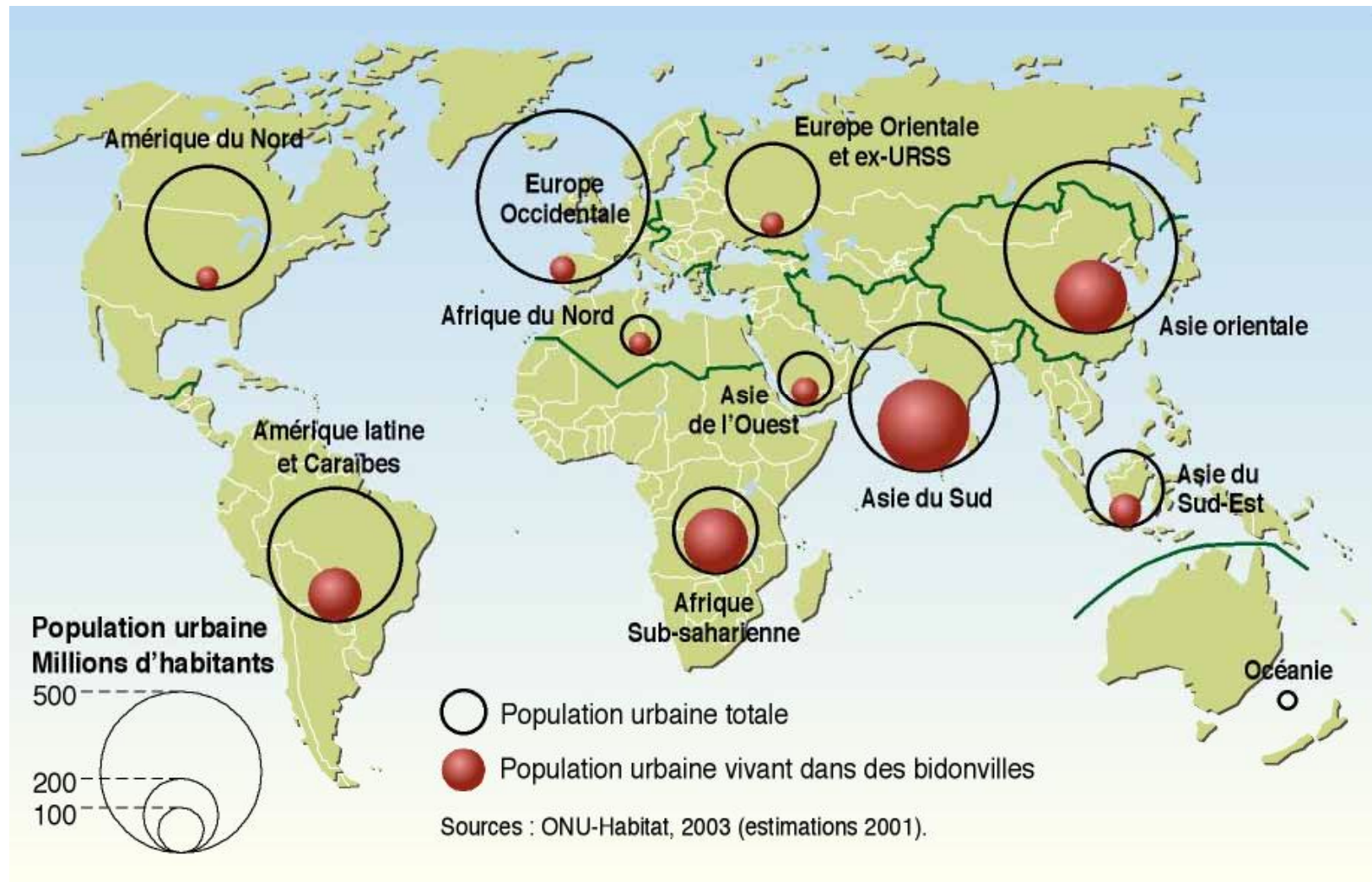
Tokyo	1440	France	1429
New York	1050	Chine	1064
Los Angeles	620	Brésil	607
Paris	510	Inde	471
Chicago	400	Australie	394
Osaka, San Francisco	380	Pays-Bas	365
Washington	310	Afrique sub-saharienne	313
Boston	260	Russie	250
Hong-Kong	180	Turquie	200
Séoul, Toronto, Mexico	150	Indonésie	150
Sao Paulo	110	Grèce	112
Singapour	100	Egypte	100
Bangkok, Istanbul	60	Pakistan	65
Shanghai	50	Pérou	54
Le Caire	33	Maroc	36
Manille	25	Vietnam	26
Jakarta	16	Tunisie	20

Year 2000 world large cities GDP (in billion dollars)

... but environmentally vulnerable ...



... and socially fragile

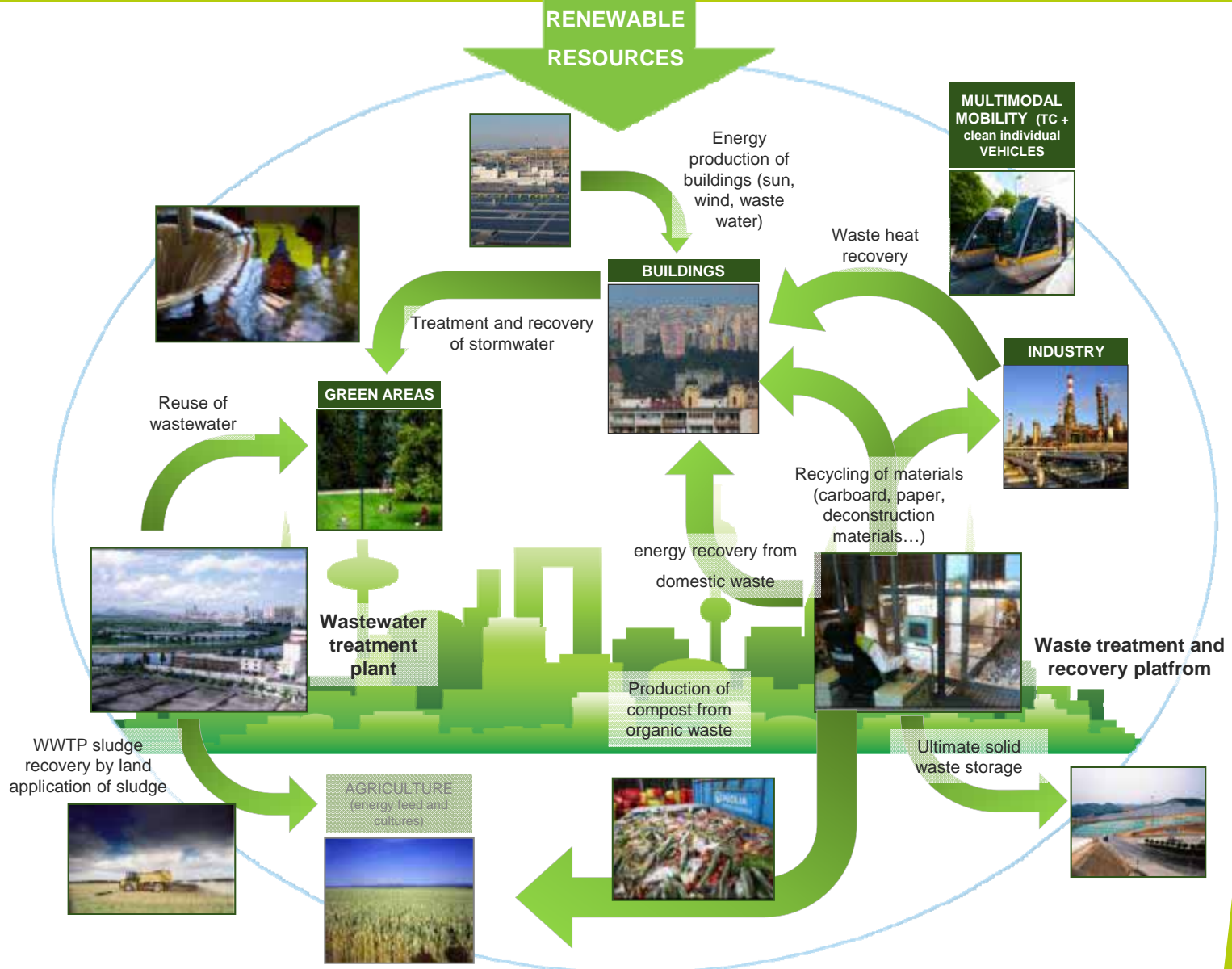




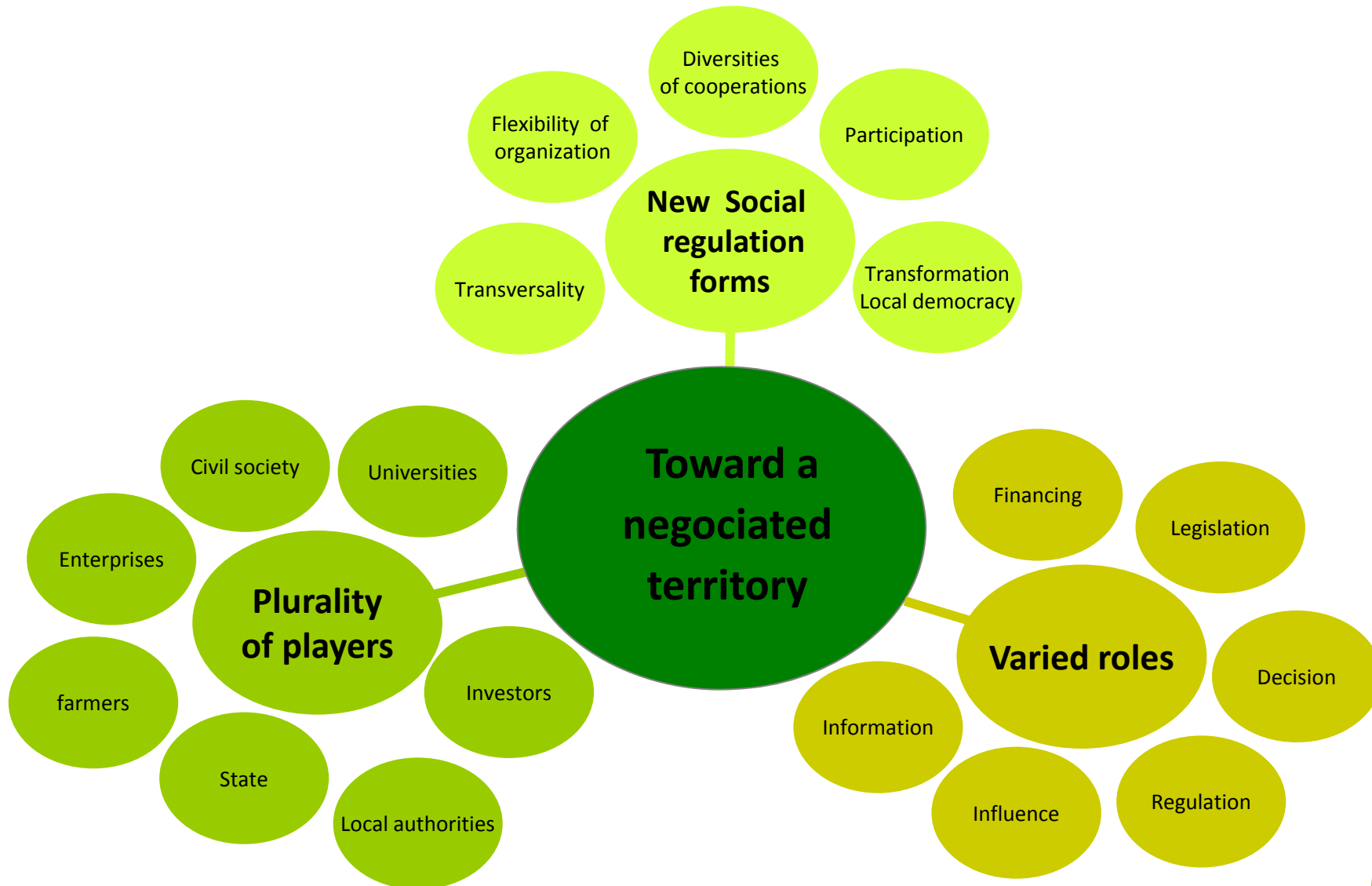
**Veolia Environnement
sustainable cities' partner**



The city: a solution for a sustainable world



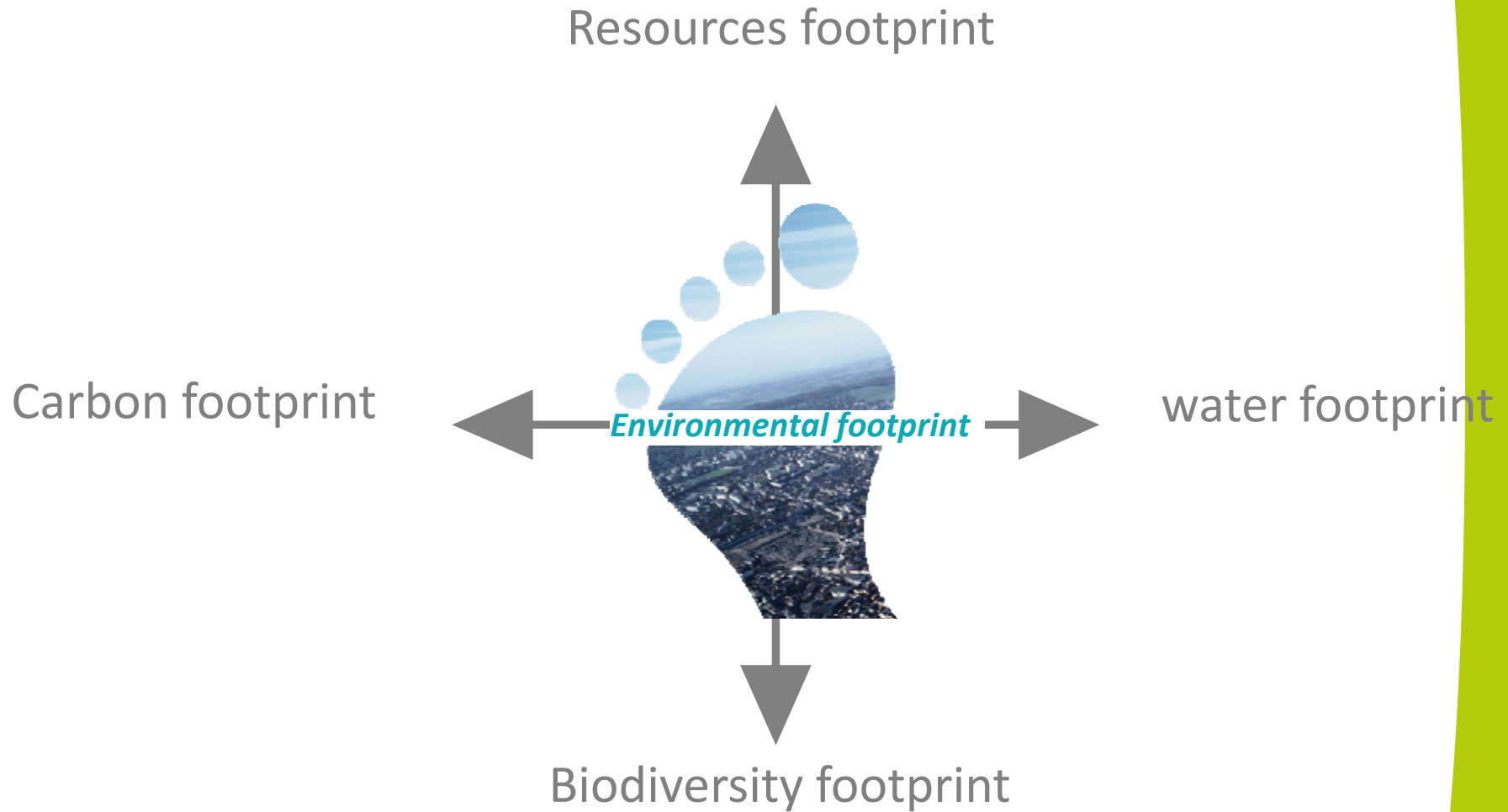
Local governance and public-private partnership



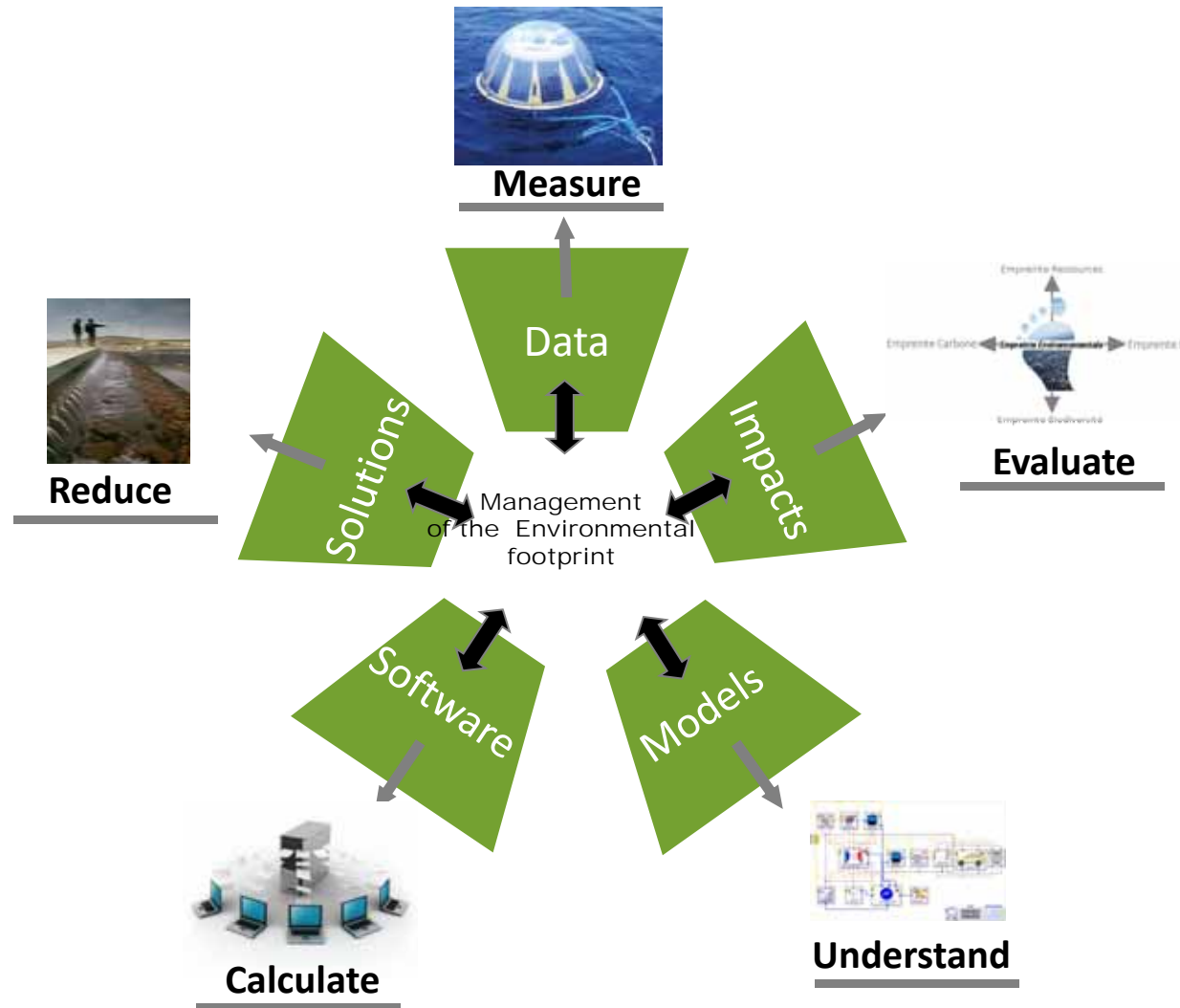
Veolia's innovative solutions



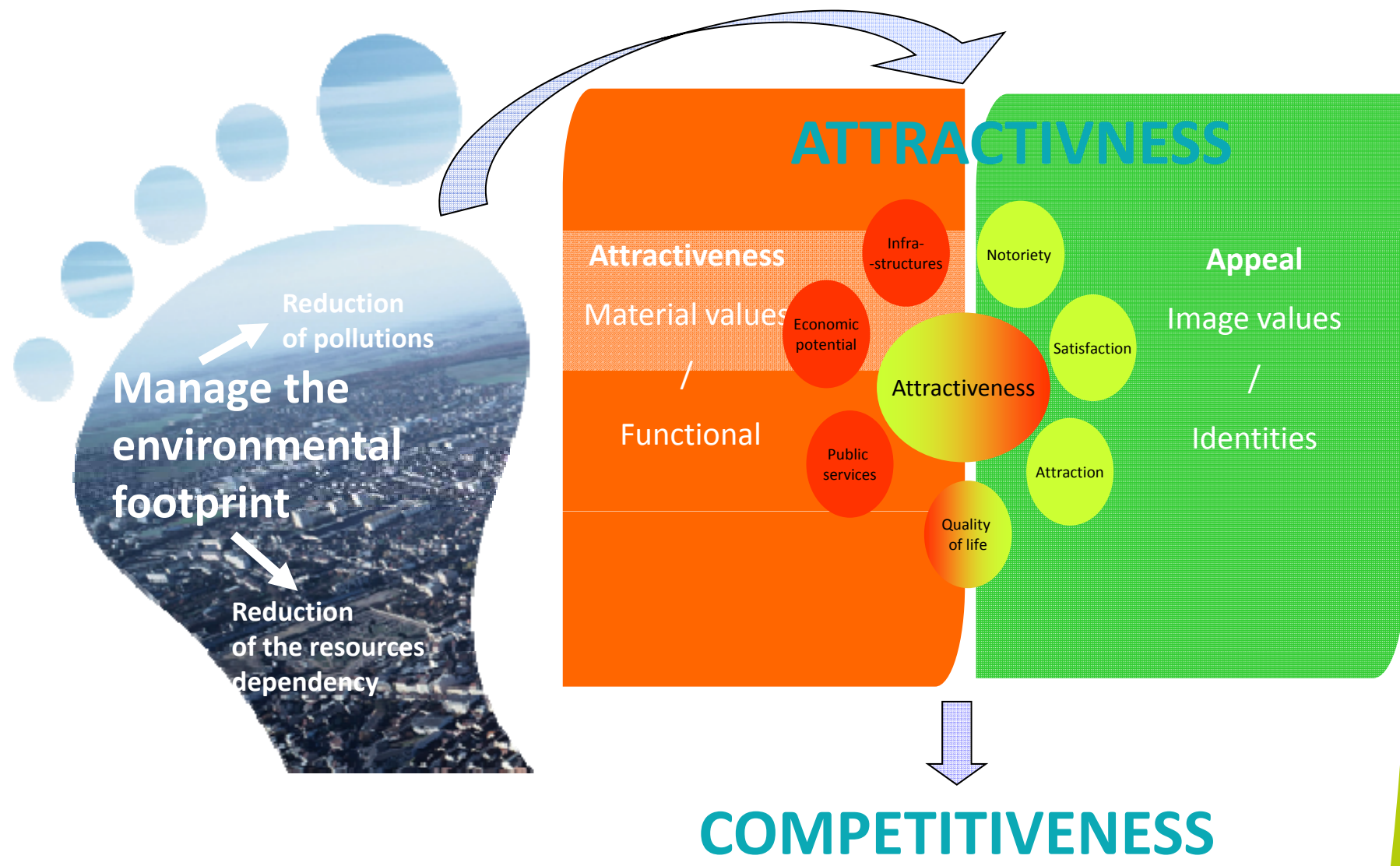
Veolia's environmental footprint



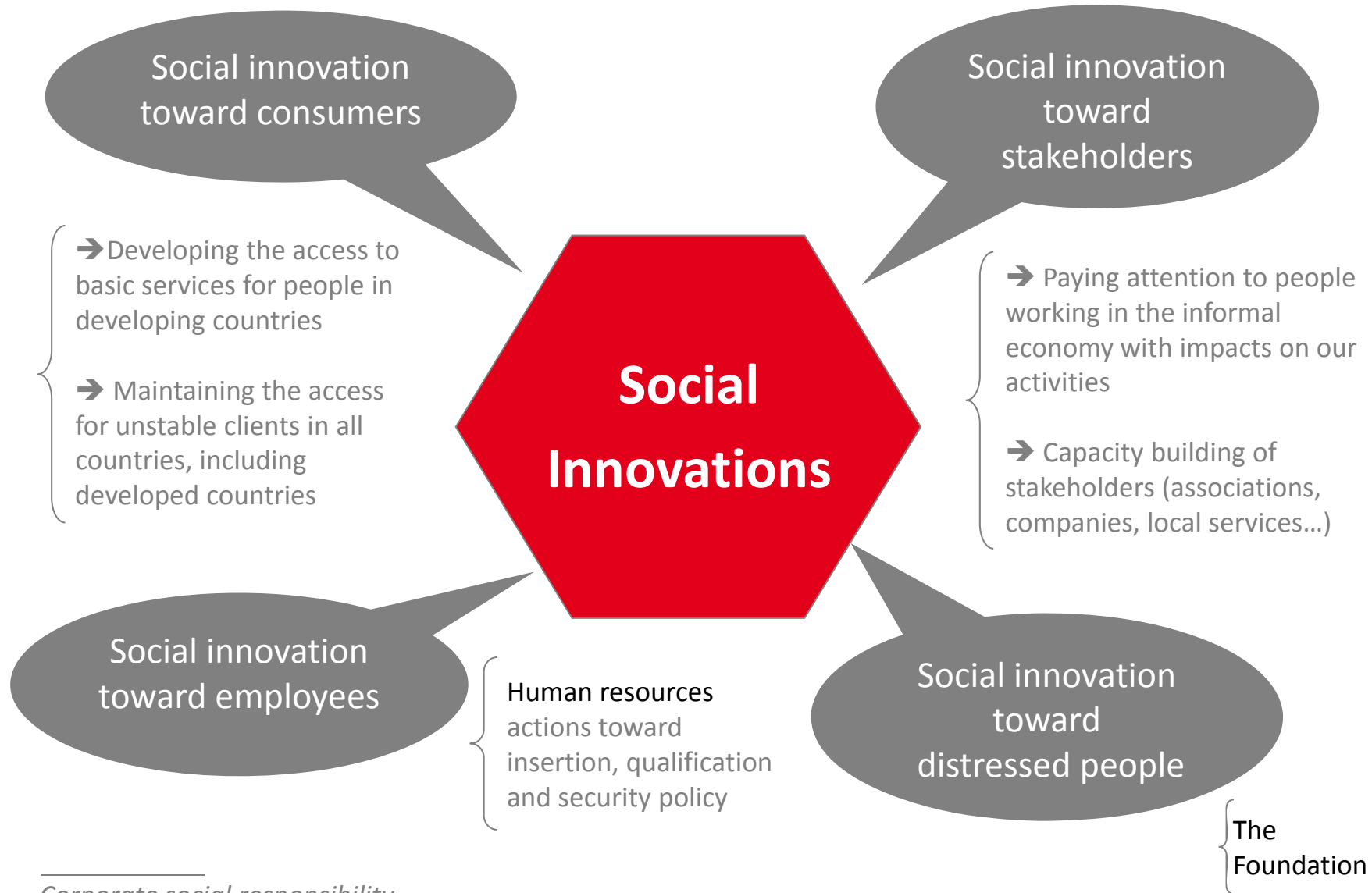
Manage the environmental footprint: combine complementary know-how



Competitiveness and Attractiveness : two issues closely linked to the environmental footprint



Veolia's social innovations





A few case studies

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1

Increase access to safe water for underprivileged populations:

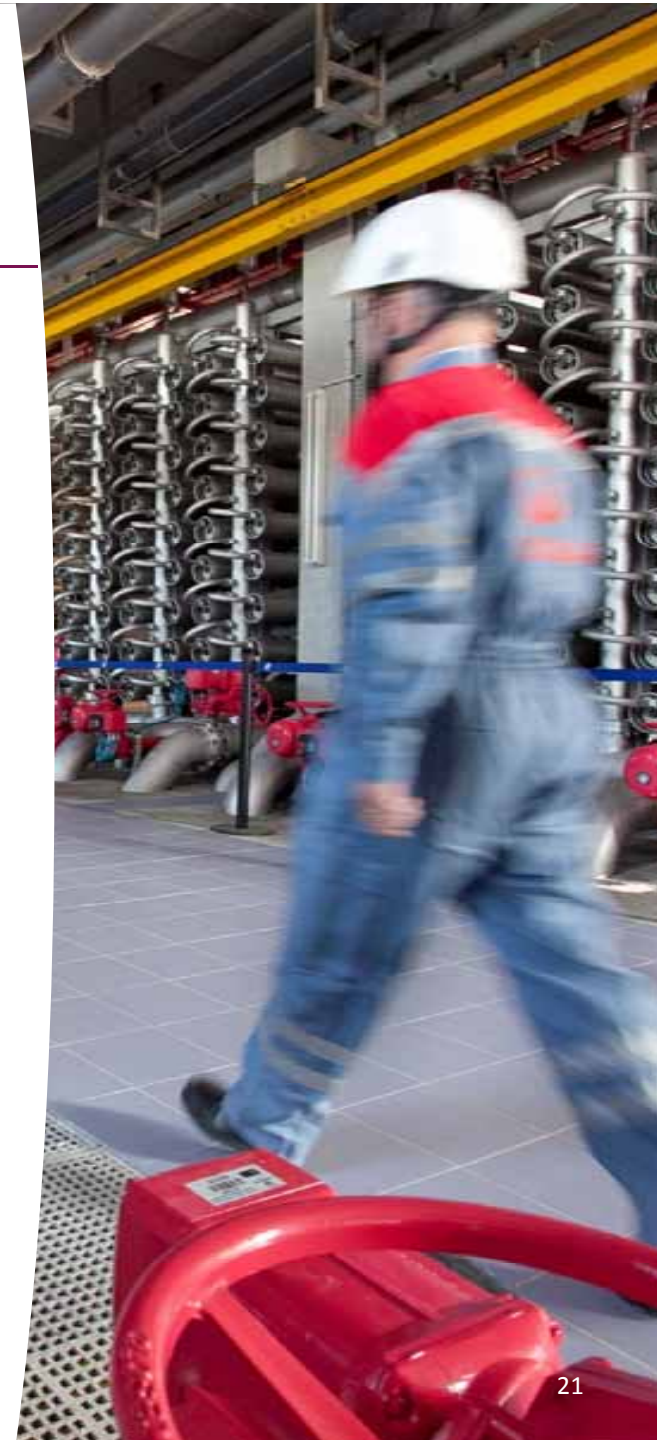
- **Do more** with the same capacity by optimizing infrastructure operation: Karnataka and Nagpur
- **Implement** appropriate, socially acceptable pricing policies
 - In Morocco: subsidized tariff for the lowest rate ($6\text{ m}^3/\text{month}$)
- **Increase** number of subsidized individual connections: Morocco and Niger
- **Invent** new, collective and secure ways of accessing water
 - In Morocco: installation of “Saqayti” standpipes operated using a pre-paid smartcard
- **Deploy** tailored local customer services: “mobile agencies”
- **Explain** how water should be used to optimize the benefits of access to water service
- **Find** new economic and financial models
 - In Bangladesh, Grameen-Veolia Water Ltd
 - In Morocco (World Bank’s OBA Fund)
- **Assess** impact of programs implemented by Veolia on people’s quality of life and human development:
 - impact of connection program in Tangier assessed by the MIT’s JPAL



2

Include social considerations in water pricing: SEDIF's water service

- **SITUATION:** 12% of people covered by SEDIF (*the Greater Paris water authority*) live below the poverty line
- **OBJECTIVE:** To implement a subsidized price for water depending on income
 - The definition of a specific subsidized tariff for users receiving income support is considered unlawful in industrial and commercial public services, unless specific legislation provides for such a tariff.
 - Distribute targeted support for the most vulnerable, without modifying the water bill, but ensuring access for all. Beneficiaries are informed of the real cost of water and wastewater services on their water bills.
- **IMPLEMENTATION:** SEDIF suggested allocating 1% of revenue from water sales (*amounting to €2.5 million*) to:
 - Establish a contribution to a Solidarity Housing Fund (*FSL, from the French, Fonds Solidarité Logement*)
 - Provide Water Solidarity vouchers
 - Cover the costs associated with awareness-raising actions and support to underprivileged users
 - Cover the operating costs of the unit responsible for managing "Eau Solidaire" subsidies



3

Optimize operation to improve service and supply more people: the case of Nagpur, India

- **CONTEXT:**
A performance guarantee contract aiming to demonstrate Veolia Water's expertise in a number of pilot areas
- **OBJECTIVE:**
To provide a continuous water supply 24/7 to 165,000 people who previously were only able to access water at home for several hours a week
- **IMPLEMENTATION:**
Improve water network efficiency: leak reduction
Install meters and change from a fixed charge based on the surface area of the home (*tax*) to a charge based on water consumption (*billing*).
Introduction of a common, progressive pricing grid based on consumption, including a subsidized block.
Awareness-raising among service users of the need to consume with moderation
- **INTEREST:**
Continuous water supply to all people in pilot areas without having to produce additional volumes of water
Water savings that enabled slum areas to be connected to the public water service.
User enthusiasm; consumers are happy to pay for continuous water supply, provided the service is efficient and the price reasonable



4

Contribute to integration through employment: Veolia Environmental Services’ “Reffet” initiative in central- western France

- **CONTEXT:**

Tender

- **OBJECTIVE:**

To run a social integration and back-to-work program in three districts outside Nantes, western France to create a general mobilization around waste management and urban cleaning services *(12,000 people in districts covered by a local urban management program)*

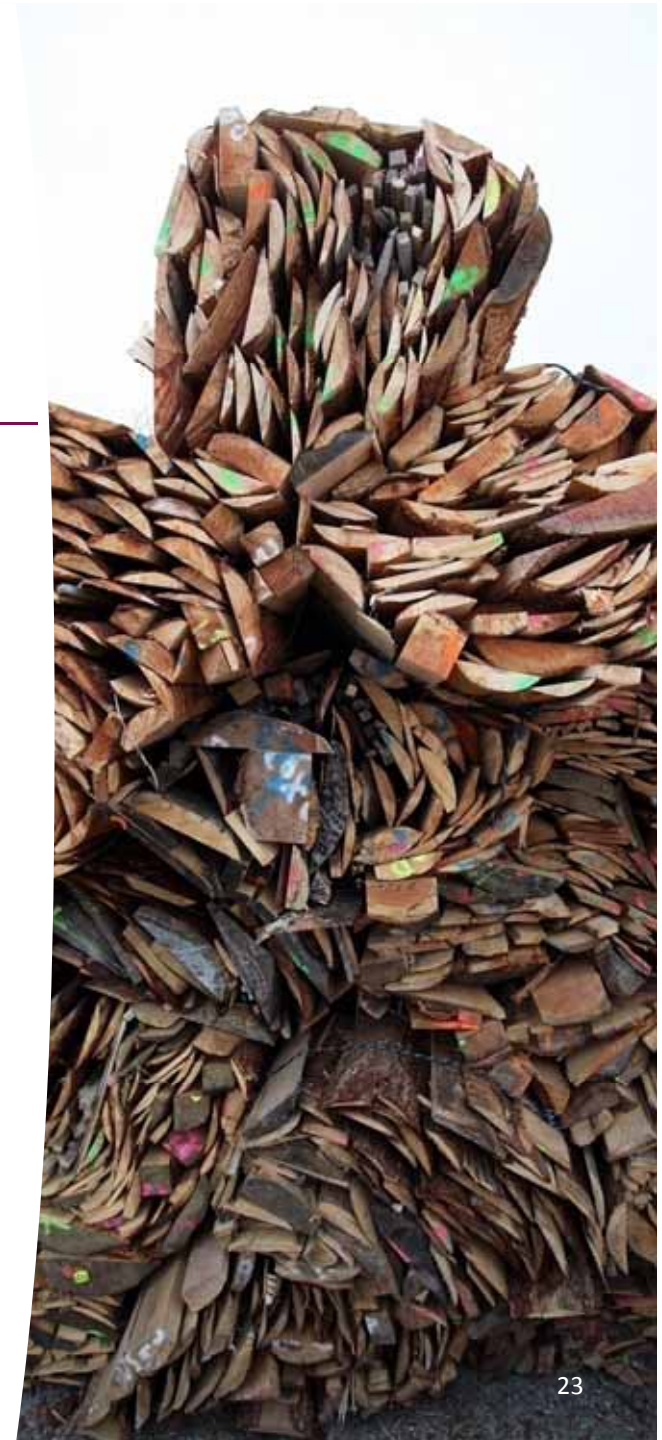
- **IMPLEMENTATION:**

Veolia Environmental Services joined forces with local social integration organizations: Océan, Ecorev, Homme Debout and the Nantes Metropolitan area's job center.

The non-profit organizations pick up objects, waste materials and bulky household items from waste drop-off centers. These objects are then repaired and restored in workshops and projects organized as a back-to-work initiative.

- **INTEREST:**

The partnership with local social integration organizations has allowed Veolia Environmental Services to stand out in tender processes



5

Adapt our services to specific populations: Veolia Transdev's Handibus service in Dunkirk, France

- **CONTEXT:**

Tender

- **OBJECTIVE:**

To develop a range of "Illico" transport-on-demand services, including the "Handibus" service for disabled people

- **IMPLEMENTATION:**

The Illico Handibus is designed for disabled people wanting to travel to work, to reach their leisure destinations, to go shopping, to attend medical appointments, etc.

The service is available by reservation (*from Monday to Saturday*). The Illico Handibus runs from Monday to Sunday from 7am to 9pm.

Once an application has been received and assessed, the beneficiary receives a Handibus pass (*membership €2*). A journey is priced at €1.30 and accompanying travelers also pay €1.30.

- **INTEREST:**

Make mobility services accessible to all



6

Adapt services to the local situation: Dalkia's service in Varna, Bulgaria

- **CONTEXT:**

Tender

- **OBJECTIVE:**

Make the cost of heating accessible to all

- **IMPLEMENTATION:**

Efforts to improve energy production (*cogeneration*) and infrastructure performance have generated energy savings that are reflected in the cost of heating.

Furthermore, Dalkia is offering customers a building retrofit service to improve insulation, thereby optimizing energy efficiency. The company is aided by European subsidies that can finance up to 60% of the renovation work.

Lastly, Dalkia supports the creation of co-ownership associations for buildings in order to have a clearly identified contact.

- **INTEREST:**

The Dalkia business model in Eastern European countries is based on this optimization of energy efficiency, which makes it possible to adopt pricing policies that are adapted to the consumer.

