

Municipal, Suburbs of Paris, France

Syndicat des Eaux d'Ile de France



RELIABLE AND SAFE WATER SUPPLY FOR SUBURBS OF PARIS



Suburbs of Paris
FRANCE

CONTRACT SCOPE

Site: 150 municipalities around Paris
Scope: Operation and maintenance of the drinking water services

CONTRACT DATA

Duration: 10 years
Contract type: Delegated management
Client: Syndicat des Eaux d'Ile de France (Paris Region)

ACTIVITY SECTOR

Municipal
Drinking water services

EXPERTISE

- 3 main productions plants :
- Choisy le Roi (600,000 m³/d)
 - Neuilly sur Marne (600,000 m³/d)
 - Mery sur Oise (340,000 m³/d)
 - 44 Shift plants
 - Storage capacity 848,175 m³
 - 4 alert stations

The challenge

SEDIF (Ile-de-France Water Authority) is France's biggest water distributor with more than 4.5 million inhabitants served. 99 % of the raw water come from surface water (rivers Seine, Marne, Oise).

The resource is mediocre, highly variable in quality and subject to diffuse and accidental pollution. The "Greater Paris" Region is home to exceptionally concentrated operations and networks and a population that demands a very high level of service. Its environment and social context also require specific solutions.

Veolia's solution

Veolia, under a dedicated company (VEDIF), manages the drinking water production and supply for 150 communities located in the Suburbs of Paris.

Veolia also assists and advises SEDIF in the areas of research, design of public works and overseeing their implementation.

446,18 M €
Annual Turnover

762 000 m³ /d
water distributed

4,5 M Inhabitants
served



The benefits for our client

- Safe and reliable water quality exceeding the European drinking water standards (90 % of organics matters and 95 % of pesticides removed).
- Implementation of highly sophisticated water treatment process to ensure high quality level.
- Introduction of innovative techniques that have been adopted and put into general use across the world.
- Excellent network efficiency reaching 90 %.
- Real time service management with "ServO", nerve center of the water service combining production, supply, resource and water quality monitoring processes, interventions management and customer relations within a centralized system.
- Modernization of the customer relationship with :
 - Clario Brand to develop and focus on customer-oriented activities and make the customer policy comprehensible.
 - More modern contacts channels, adapted to every type of relationship.
 - Renewed relations via participatory processes.
 - Launch of the 3rd generation remote meter reading.
- More than 90% of consumers satisfied of their water (SEDIF Observatory on public utility quality).
- Integrated management system (ISO 9001, ISO14001, HACCP, OHSAS 18001, ISO22000 accreditations).
- Sustainable management of resources, protection of biodiversity in aquatic environments and sites, carbon footprint reduction, sorting and recycling of electronical and electrical waste, actions to raised awareness regarding responsible consumptions behavior.
- Apprenticeship contract 59 % (contractual objectives: 20 %).
- 3.7 % of the payroll trained.



PLANET

33 % reduction in emissions of greenhouse gases by 2020
 6 % reduction of electricity consumption by 2020
 « Zero Carbon » service achieved
 « Sites Responsible » Charter
 Biodiversity protection



WOMEN & MEN

1501 employees
 Diversity labels obtained in 2012 and 2013
 Policy for disabled people
 Social aids developed
 Strengthened environmental commitments
 Skills development
 Dedicate Training center

136 Key Performance Indicators

Process description

- 8 658 km of water network,
- 584 253 water meters,
- 4 annex underground water treatment plants.

Neuilly-sur-Marne	Pumping Screening Flocculation/settling Sand filtration	Ozonization CAG filtration Chlorine and UV disinfection
Choisy-le-Roi	Pumping Screening Pre-ozonization Flocculation/settling Sand filtration	Ozonization CAG filtration Chlorine and UV disinfection
Mery-sur-Oise	Raw water storage (2 days) Settling Pre-ozonization Coagulation Flocculation	Settling Dual layer filtration GAC filtration Nanofiltration Chlorine and UV disinfection

Commercial Use ONLY

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Contact:

myriam.lombard@veolia.com
 aurelien.toussaint@veolia.com

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DI&M department

MUNICIPAL OFFER



RESILIENCE



SMART



LIVABLE



INCLUSIVE