



EUROPEAN ASSOCIATION  
OF PUBLIC WATER OPERATORS

# Water Services Training Group

21<sup>st</sup>. Annual Conference

## Progressing a Single Water Utility Approach

Lyrath Estate Hotel, Kilkenny



An Roinn Tithíochta, Pleanála  
agus Rialtais Áitiúil  
Department of Housing, Planning  
and Local Government



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Milo Fiasconaro, Executive Director

# Aqua Publica Europea

**The European Association of Public Water Operators**

***Water Services Conference 2017***

**Kilkenny, 07/09/2017**



An Roinn Tithíochta, Pleanála  
agus Rialtais Áitiúil  
Department of Housing, Planning  
and Local Government



# About Aqua Publica Europea

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OF PUBLIC WATER OPERATORS

- ❖ 61 members (100% publicly-owned water operators)
- ❖ 70 million citizens served, €8+bn aggregated turnover
- ❖ Created in 2009 (remunicipalisation in Paris, Italian referendum...)
  - ➔ Promoting public water management
- ❖ Mission
  - ➔ Platform for mutual learning



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# APE Work

## → **Advocacy**

*European Commission, OECD, European Innovation Partnership, UN-GWOPA...*

## → **Common Thematic Initiatives**

*Protection of water resources – Affordability – Investments and Climate Change – Transparency*

## → **Working Groups**

*Economics – Performance – Communication – Research*

## → **Water Erasmus**

*Promoting staff exchange among members*





# Main area of activities 2017-2018

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## → Economic Aspects

*Affordability – water consumption/tariffs – Investments and Climate Change*

## → Performance

*Service Charters – Customer Satisfaction*

## → Communication

*Innovative communication campaigns - Transparency*

## → Research & Innovation

*Energy efficiency – Nutrients recovery – Flood/drought protection – Water quality – Water Safety Plans – Network Management*



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# Ongoing Activities – Economic Aspects

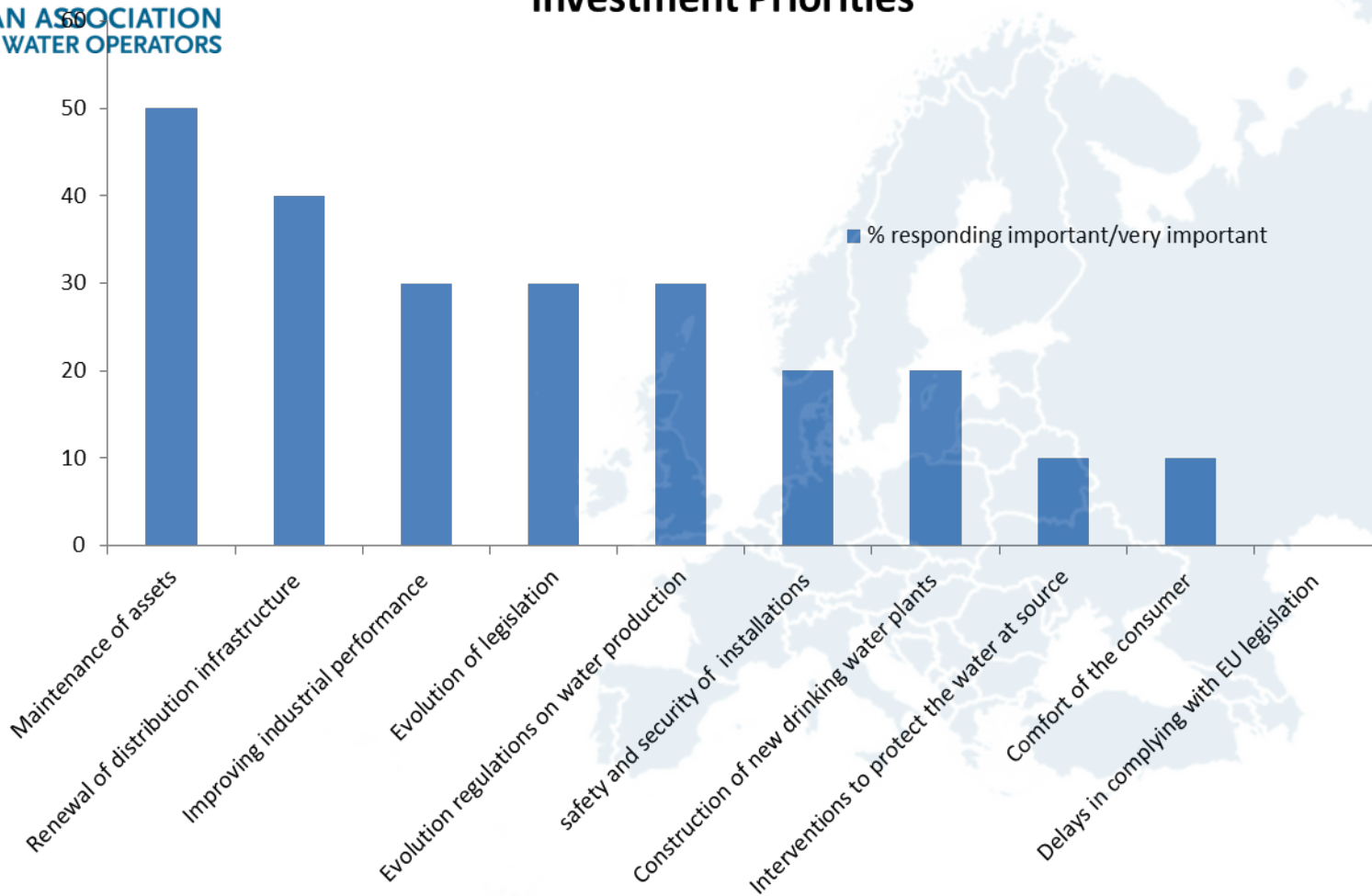
- **Affordability** → reconciling environmental sustainability, cost recovery and access to water
- **Water consumption/Tariff** → Do tariff increases affect water consumption level?
- **Investments and climate change** → How climate change is affecting investment needs



# Investments and Climate Change

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## Investment Priorities



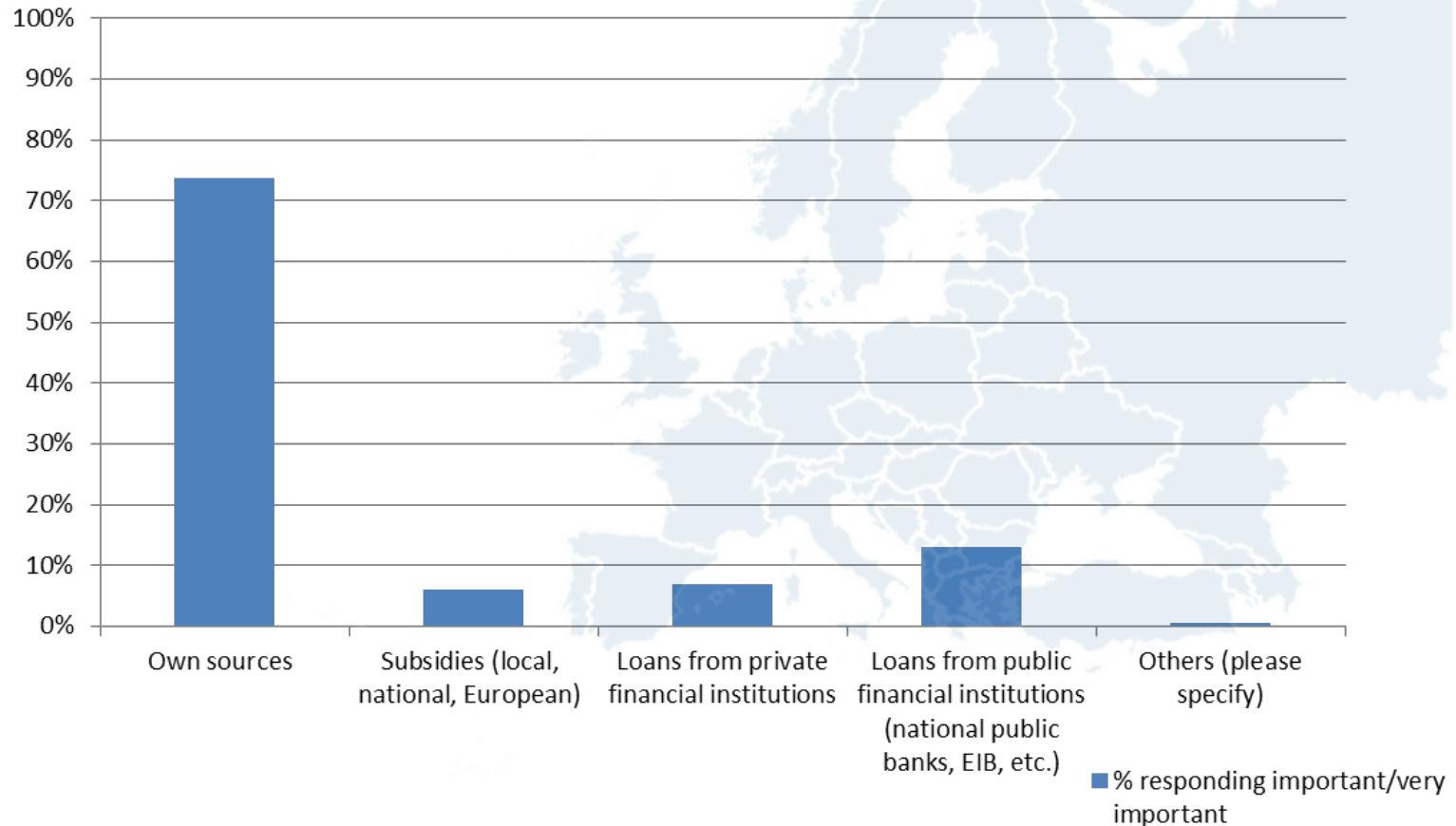
Source: Internal survey of APE members (July 2017)



# Investments and Climate Change

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## Sources of financing



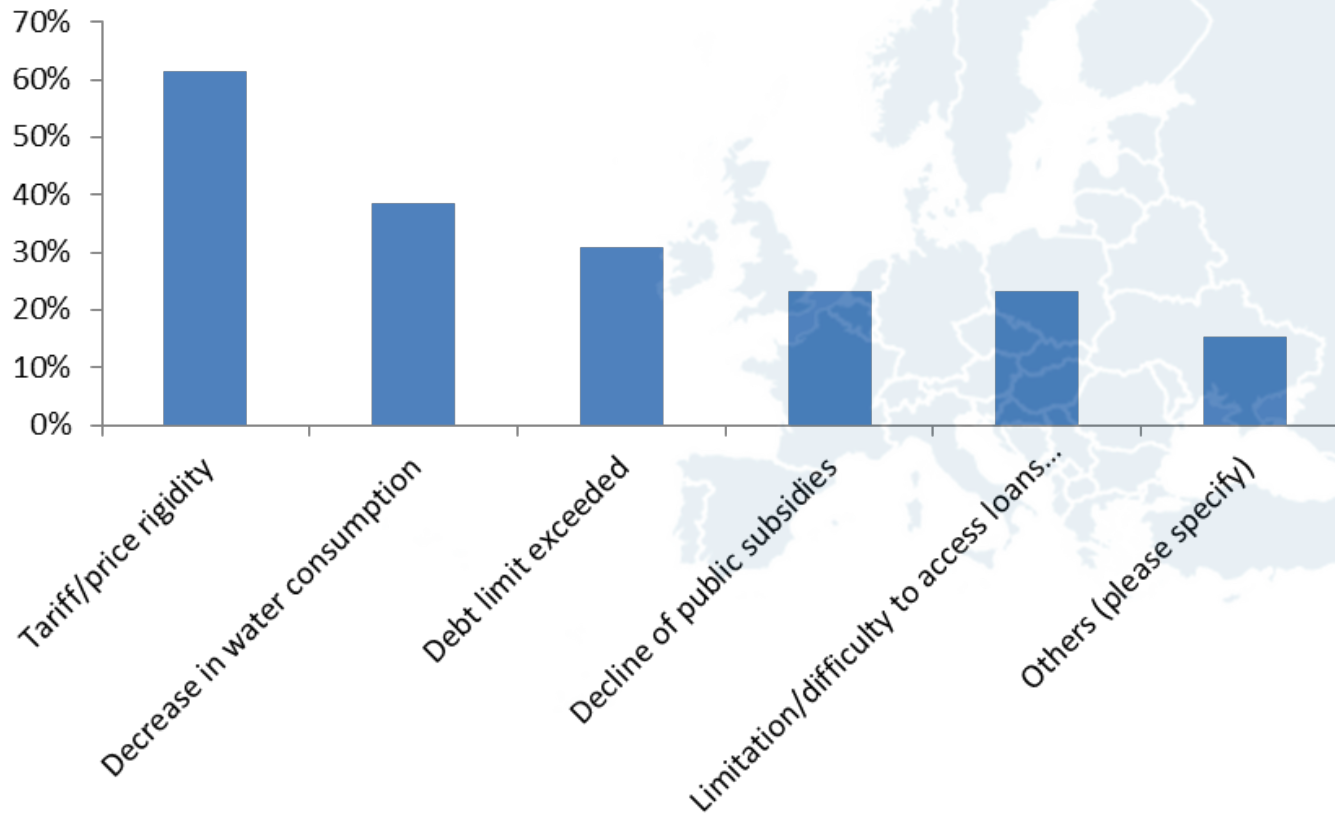




# Investments and Climate Change

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## Challenges to financing





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# Ongoing Activities – Performance

Comparison of “service charters” → moving towards common service quality standards

Converging	Variability
Information to consumer – processing time complaints – response time for new connections, customer registration, etc. – response time for disruptions	Customer care strategy – Users participation in governance – environmental commitment – Network renewal and leakage reduction

- **Customer satisfaction surveys** → benchmarking and comparative analysis (methodology, target groups, frequency)



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# Ongoing Activities – Communication

- **Exchanges on innovative communication campaigns (regular). Main topics:**
  - Tap Water
  - Social Media
  - Institutional communication
- **Transparency and Participation →** How operator/user relation is changing as regards transparency expectations



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# Ongoing Activities – Research Innovation

- **Horizon2020 project Smart.Met** → Developing innovative solutions for smart metering based on open standards (10 APE operators involved)
- **WG Research&Innovation and Water Erasmus.**  
Main topics:
  - *Energy efficiency*
  - *Nutrients recovery*
  - *Flood/drought protection*
  - *Water quality - Water Safety Plans*
  - *Network Management*



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# New Challenges, New Opportunities?

*Growing expectations and responsibilities...*

- Water Quality Standards
- Climate Change
- Economic and Environmental Efficiency
- Network Security
- Operators/Users Interaction

*... to be reconciled with financial sustainability and affordability*

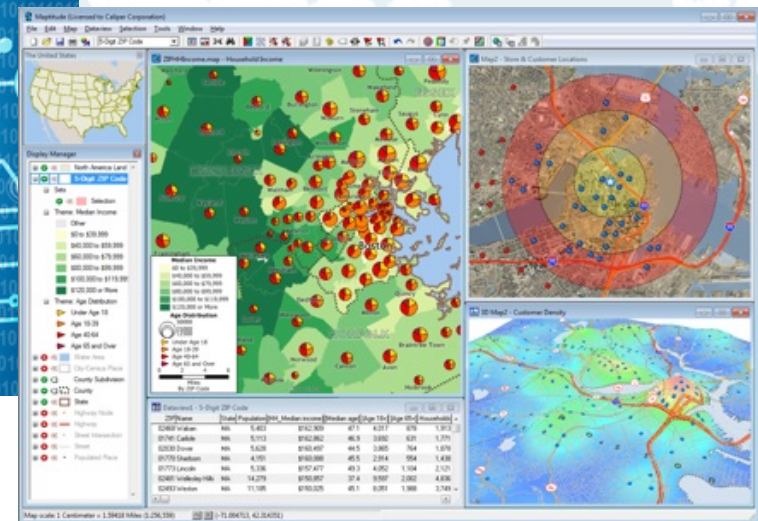
# New Challenges, New Opportunities?



# New Challenges, New Opportunities?

Public water operators :

from “**service providers**” to “**knowledge centres**” for  
local development and environmental sustainability





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# Thanks!

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