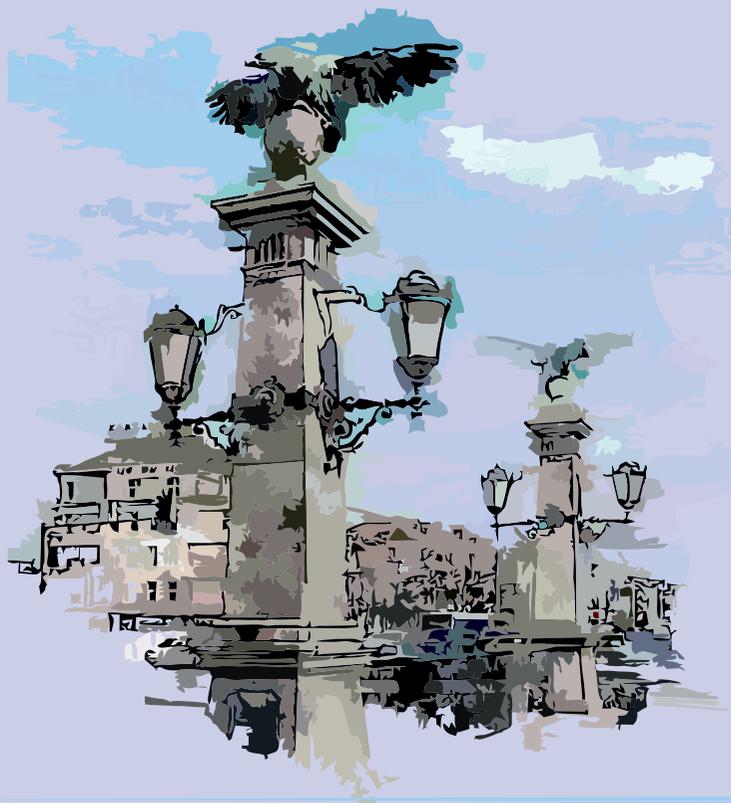


Sofiyska Voda



operated by  **VEOLIA**



10 years

Sofiyska Voda as part of Veolia Group

SOFIYSKA VODA, OPERATED BY VEOLIA – A RELIABLE PARTNER OF THE MUNICIPALITY OF SOFIA AND THE INSTITUTIONS

2018 - We renegotiated the terms of the concession with the Municipality of Sofia and undertook additional investment commitments to the city.

As of the end of January 2021, the company has no debts following the refinancing of its bank-related debts under new, better conditions.

We provide reliable, timely and transparent information to the institutions.

One of the best water and wastewater operators in Bulgaria according to the National water regulator's benchmarks.

We provide expert and technical support to other water and wastewater companies in Bulgaria.



WE ARE CREATING A HISTORY OF SUCCESS

We share common values, fulfil our duties in a professional manner and manage the water resources of Sofia responsibly. We invest to improve our services and the water and sewerage network. We are one of the leaders in the water sector in Bulgaria.



480 million BGN (240 M Euros)
of investments for 10 years



1,100 employees –
dedicated professionals

We provide quality and reliable
water and wastewater services
to 1.4 million inhabitants
of the Municipality of Sofia.



Over 6,000 km of maintained water and sewerage network.

Nearly 650 km of new and replaced water mains

90 km of constructed new sewers

CUSTOMER-ORIENTED APPROACH

Our new customer-centric approach includes:

providing efficient and quality service

transparent and real-time information

personal attitude and respect ensuring easy
access and quick feedback (via the 24/7
phone line (+359) 800 1 21 21, Skype,
Facebook, YouTube, website).

EXCELLENT POTABLE WATER QUALITY

We exceed the levels of the potable water quality parameters set by the National water regulator and the law

Our Laboratory Testing Complex has the most advanced high-tech equipment and is accredited under international standards

We ensure 5,400 l/sec of treated water

We perform over 10,000 analyses of the potable water quality per month – over 50 parameters are tested for composition and quality control

We carry out 140,000 analyses of 8,000 water samples per annum – from the water source to the end consumer



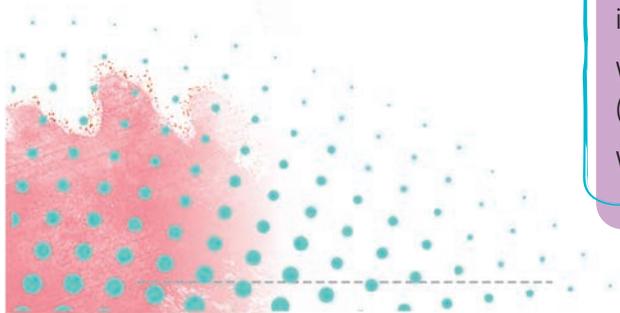
INNOVATIVE AND DIGITAL SERVICES FOR THE CUSTOMERS

We were the first to launch a free 24/7 telephone customer service line in the Bulgarian water sector – (+359) 800 121 21

We established the first Customer Charter in the Bulgarian water sector

We provide convenient and functional digital services (e-messages, sms notifications, e-invoice)

We provide potable water quality data online

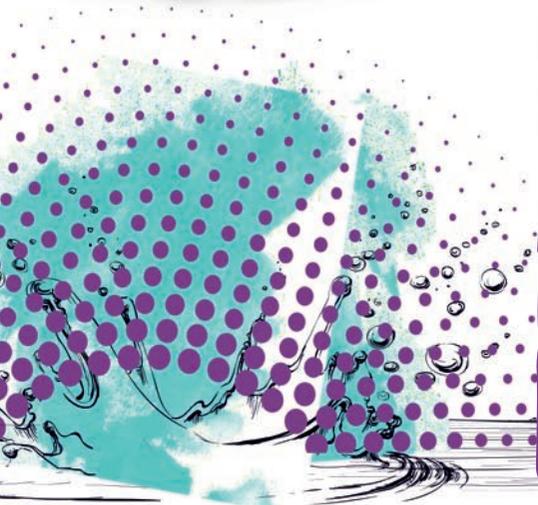




MODERNIZATION AND DIGITALIZATION

Our virtual Information center – contains updated information about all ongoing and planned construction and repair works, about the water quality in different residential quarters of the city, and with an option for submission of signals by customers in real time

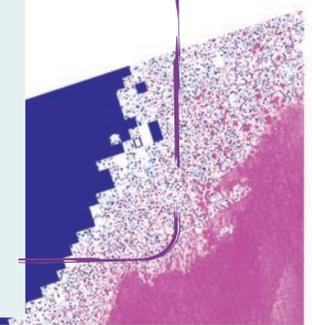
Call center automation – a new interactive platform allowing a quick reference, callback requests and customer satisfaction surveys

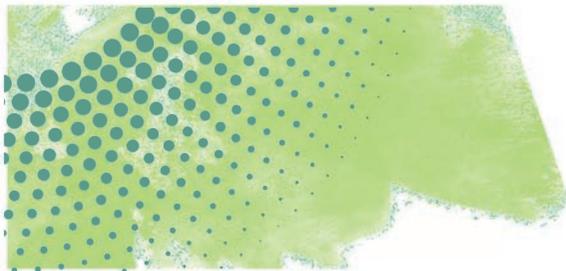


SCADA – a system for monitoring and remote operation of all strategic facilities from the dam to the end consumer

SAP – an integrated system for billing and customer data processing

PEGASUS – application for online management of the operational events in the company





REDUCED WATER ABSTRACTION

Over the last 10 years we have reduced more than twice the total water losses – to less than 55 million m³ on an annual basis versus nearly 130 million m³ in 2010. The saved amounts of water are equivalent to the annual water consumption of Sofia city and the neighboring settlements.

68,17%



176 281 058 m³
2002

60,38%



129 117 707 m³
2010

41,63%



54 845 222 m³
2020



SUSTAINABLE INVESTMENTS IN KEY PROJECTS FOR THE PEOPLE

We constructed new sewerage system and rehabilitated the water supply network in the residential districts Benkovski, Simeonovo, Gorublyane and Moderno Predgradie (nearly 15M EUR)

We expanded the sewer network and constructed a modern local wastewater treatment plant in Voynyagovtsi village (nearly 2.3M EUR)

We connected new settlements to the city water supply network – Zhelyava and Vladaya villages (nearly 1.5M EUR)

We rehabilitated completely strategic reservoirs and water mains to ensure better water quality and reduced losses – Konyovitsa, Lovdzhyska cheshma, Marchaev, Imaretski, Zheleznitsa, Lozen, Dragalevtsi (over 1.8M EUR)

We rehabilitated and modernized the two main potable water treatment plants in Bistritsa and Pancharevo (over 2.5M EUR)

We renewed and modernized all technological units of the wastewater treatment plant near Kubratovo and constructed a new digester for sludge utilization and generation of additional green energy (worth over 5.5M EUR in total)

OUR RESPONSIBILITY TOWARDS THE SOCIETY

Working with different communities – together with the HESED organization we launched an educational water saving project for children from the Roma communities

Sofia – European Capital of Sports – we traditionally support the sports initiatives of Sofia because for us they are not only team building events but also a way to encourage people to maintain healthy lifestyle

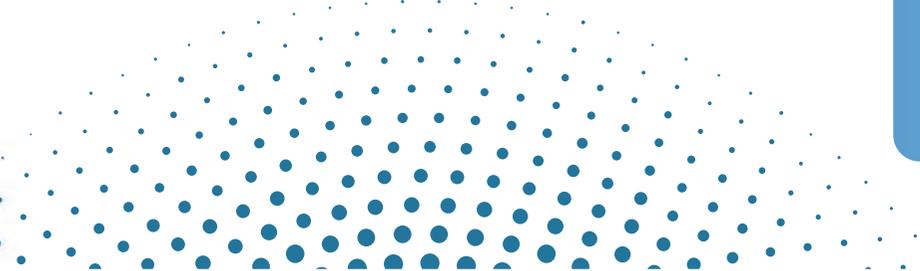
Business – Science – Education – Since 2015 we have been implementing a project to study the biodiversity along the Iskar River together with the Faculty of Biology at Sofia University “St. Kliment Ohridski”. We support the creation of a R&D center for Innovation with the joint participation of Sofia University and the University of Architecture, Civil Engineering and Geodesy

Taking care of the city – for 10 consecutive years, through the “Quench the Heat” initiative, we have been providing fresh and cold tap water to Sofia residents and visitors during the hottest summer days – one more way to inspire environmentally-friendly lifestyle without plastics

TOWARDS ENERGY NEUTRAL COMPANY AND CIRCULAR ECONOMY

The wastewater treatment plant in Sofia generates energy from the biogas emitted in sludge digestion. This “green” energy covers fully electricity and heating of demand of the plant

In 2019 Sofia WWTP gained international recognition for energy efficiency and it was ranked second in the world among Veolia companies in terms of this indicator



Veolia Group

Water Supply and Sewerage

- ▶ 95 million people supplied with water services
- ▶ 2,737 wastewater treatment plants
- ▶ 3,362 potable water treatment plants
- ▶ 62 million people provided with sewerage services

Waste Management

- ▶ 464,948 business customers
- ▶ 40 million people provided with municipal refuse collection service
- ▶ 47 million metric tons of treated waste
- ▶ 685 waste treatment facilities in operation

Energy

- ▶ 45,806 thermal installations in operation
- ▶ 611 heating and cooling networks in operation
- ▶ 43 million Mwh produced energy
- ▶ 2,137 managed industrial sites

Veolia Group is a global leader in ecological transformation. With nearly 178,894 employees around the world the Group designs and provides solutions for water, waste and energy management services which contribute to the sustainable development of cities and industries. Through its activities in these three complementary areas Veolia helps to develop access to resources, to protect the existing resources and replenish them.

In Bulgaria Veolia successfully optimizes the energy consumption and water cycle management for its municipal, commercial and industrial customers. Through the services we offer at the Bulgarian market, we contribute to the protection of key resources, the carbon emissions reduction, and the development of the circular economy.

Besides Sofiyska Voda AD, Veolia carries out its activity in Bulgaria also through the companies Veolia Energy Varna EAD and Veolia Solutions Bulgaria EAD.

Resourcing the world  **VEOLIA**

www.sofiyskavoda.bg

www.veolia.bg

Free telephone line: (+359) 800 121 21