PARIS

- 2.1 millions inhabitants
- 3 millions consumers
- 100 km², Highest water consumption density in France
- 1 inhabitant = 2 employees
- 200 millions m³ produced per year
- 1,800 km of drinking water pipes
- 430 km of aqueducts
- 1.1 million m³ of drinking water storage capacity
- 10 billions € of assets
- Eau de Paris = 880 employees
Diversified Resources

UNITÉS DE DISTRIBUTION DE PARIS
- Eau des sources de la Vienne et de la Seine traitée
- Eau de la Marne et de la Seine traitée
- Eau des sources de l'Ourcq et de la Vougeot traitée

 SOURCES DE LA VOUGEOT, DU OURCQ ET DU SEIGNON
 SOURCES HAUTES DE LA VALLEE DE LA VANNE
 SOURCES BASSES DE LA VALLEE DE LA VANNE
 SOURCES DE L'HAY-LES-ROSALES
 SOURCES DE BOURBON
 SOURCES DE COCHERIERS
 SOURCES DE LA JOIE, DE CHAINTRÉAL, VALLE DE VILLEVERE ET DE VILLENOVA
 SOURCES DE LA VANNES, DU VALS ET DU SEINE
 CAPTAGES DE VALLON DE SEINE
 CAPTAGES DES VALS DE SEINE
 CAPTAGES DES VALS D'YONNE
 CAPTAGES DE YONNE ET DU BOUTRUC

DREUX
 SENS
 PROVINS
 FONTAINEBLEAU
 LONGUEVILLE
 ORLY
 JOINVILLE
 LES LILAS
 MÉNILMONTANT
 PARIS
 SAINT-CLOUD

AQUEDUC DE L'AVRE
 AQUEDUC DU LOING
 AQUEDUC DE LA VANNE
 AQUEDUC DE LA VOULTRIE

NOTA: Dans l'encl avise, seuls sont indiqués les réservoirs auxquels aboutissent directement les eaux potables desservant la capitale.
Water in Paris
Some Facilities

Pavillon de captage Source de Foisys (région de Dreux)

Aqueduc de la Voulzie (région de Provins)

Source d’Armentières (région de Sens)

Usine de production d’eau Potable de Joinville

Arrivée de l’eau au Réservoir de Montsouris

Tulipe d’arrivée de l’eau au Réservoir de Saint-Cloud
Drinking Water and Non Potable Water Demands

Eau Potable
Eau Non Potable

m³/h

heure
Non Potable Water Municipal Users

THE ENVIRONMENT AND GREEN SPACES DEPARTMENT OF PARIS

Artificial Lakes, Rivers and Cemeteries 6,000 Water Mouths
ORGANIZATION
OF THE WATER SUPPLY
TARIFFS & BILLING
Organization of the Water System in Paris

Ministry of Health
Water Quality Control

CITY OF PARIS

C.R.E.C.E.P.
Water Quality Sampling & Analysis
Laboratory approved by the State

EAU DE PARIS
Production Transportation Pressure Quality
Concession

C.E.P. (Veolia)
Distribution North Paris Leasing

E.F - P.E. (Suez)
Distribution South Paris Leasing

Consumers

until 2009
Better perception from the user’s point of view.
A strong commitment to stability as regards the share of drinking water in the price of water in Paris

Latest announcement: Mayor of Paris to reduce the drinking water part between 5% to 10%
The Drinking Water Billing to Households

- General meter
- Customer
- Drinking Water Billing to Households
- 93,000 Water Connections
- Invoice every 3 Months
- Domestic Consumption 150 l/day

- 93,000 Water Connections
- Invoice every 3 Months
- Domestic Consumption 150 l/day
Most common situation; the invoice is made to the co-ownership and the consumers pay according to the size of their condominium.

Situation like the former one, except that the consumers pay according to the ratio of their own water consumption.
Communication
Events and Surveys
The User’s Perception of the Water Service

A Barometer for the Satisfaction of Water Users in Paris

Surveys initiated by the City of Paris since 2002.


Results presented for 2010: survey over 700 people from households with an average of 2.6 persons living per household.

51% rent their condominium; 43% are owners; 6% don’t want to tell.

<table>
<thead>
<tr>
<th>Gender</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nb</td>
<td>455</td>
<td>245</td>
</tr>
<tr>
<td>%</td>
<td>65%</td>
<td>35%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age</th>
<th>18-24</th>
<th>25-34</th>
<th>35-49</th>
<th>50-64</th>
<th>65 et +</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nb</td>
<td>35</td>
<td>147</td>
<td>196</td>
<td>182</td>
<td>140</td>
</tr>
<tr>
<td>%</td>
<td>5</td>
<td>21</td>
<td>28</td>
<td>26</td>
<td>20</td>
</tr>
</tbody>
</table>

Source Mairie de Paris, MV2 ETC
### What Kind of Water do you Drink?

<table>
<thead>
<tr>
<th>Water Type</th>
<th>Home</th>
<th>Outside</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tap Water</td>
<td>52%</td>
<td>17%</td>
</tr>
<tr>
<td></td>
<td>17%</td>
<td>14%</td>
</tr>
<tr>
<td></td>
<td>17%</td>
<td></td>
</tr>
<tr>
<td>Still Bottled Water</td>
<td>20%</td>
<td>20%</td>
</tr>
<tr>
<td></td>
<td>35%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>25%</td>
<td></td>
</tr>
<tr>
<td>Sparkling Bottled Water</td>
<td>11%</td>
<td>14%</td>
</tr>
<tr>
<td></td>
<td>44%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>31%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Where Drunk</th>
<th>Always</th>
<th>Frequently</th>
<th>Occasionally</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outside Home</td>
<td>32%</td>
<td>24%</td>
<td>26%</td>
<td>18%</td>
</tr>
<tr>
<td>Outside Home</td>
<td>24%</td>
<td>38%</td>
<td>19%</td>
<td></td>
</tr>
<tr>
<td>Outside Home</td>
<td>17%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Source: Mairie de Paris, MV2 ETC
Why do you Drink Tap Water Home?

- More convenient: 41%
- Less expensive: 40%
- By Habit: 35%
- Good Water Quality: 24%
- Because of Taste: 8%
- Others: 11%

Source: Mairie de Paris, MV2 ETC
Why do you Drink Bottled Water Home?

- **For its Quality**: 44%
- **For the Taste**: 32%
- **Better for Health**: 22%
- **By Habit**: 21%
- **More Convenient**: 14%
- **Tap Water too Hard**: 7%
- **Other Reasons**: 6%

Source: Mairie de Paris, MV2 ETC
What is your opinion about the …

Quality of the Service
- Excellent: 7%
- Very Good: 29%
- Good: 59%
- Not very Good: 4%
- Bad: 1%

Information in General
- Excellent: 3%
- Very Good: 16%
- Good: 56%
- Not very Good: 16%
- Bad: 9%

Need More information: 42%

More information needed on:
- Water Quality: 72%
- Water Cost: 43%
- Water Origin: 20%
- Waste Water: 20%
- Billing: 8%

Source: Mairie de Paris, MV2 ETC
How would you Rate the Tap Water Quality?

<table>
<thead>
<tr>
<th>Aspect</th>
<th>Excellent</th>
<th>Very Good</th>
<th>Good</th>
<th>Not Very Good</th>
<th>Bad</th>
</tr>
</thead>
<tbody>
<tr>
<td>In General</td>
<td>8%</td>
<td>24%</td>
<td>58%</td>
<td>9%</td>
<td>1%</td>
</tr>
<tr>
<td>Pressure</td>
<td>11%</td>
<td>26%</td>
<td>56%</td>
<td>6%</td>
<td>1%</td>
</tr>
<tr>
<td>Aspect</td>
<td>9%</td>
<td>23%</td>
<td>60%</td>
<td>6%</td>
<td>2%</td>
</tr>
<tr>
<td>Freshness of cold water</td>
<td>5%</td>
<td>23%</td>
<td>61%</td>
<td>9%</td>
<td>2%</td>
</tr>
<tr>
<td>Odor</td>
<td>6%</td>
<td>18%</td>
<td>62%</td>
<td>11%</td>
<td>3%</td>
</tr>
<tr>
<td>Taste</td>
<td>5%</td>
<td>17%</td>
<td>61%</td>
<td>14%</td>
<td>3%</td>
</tr>
<tr>
<td>Chlorine Concentration</td>
<td>3%</td>
<td>14%</td>
<td>55%</td>
<td>24%</td>
<td>4%</td>
</tr>
<tr>
<td>Hardness</td>
<td>3%</td>
<td>9%</td>
<td>38%</td>
<td>37%</td>
<td>13%</td>
</tr>
</tbody>
</table>

Source: Mairie de Paris, MV2 ETC
The User’s Perception of the Water Service

Is Paris Tap Water enough controlled?

- Yes: 91%
- No: 9%

Since last year, would you say that the Water Quality?

- …has improved
- …is the same
- …is worse

<table>
<thead>
<tr>
<th>Year</th>
<th>…has improved</th>
<th>…is the same</th>
<th>…is worse</th>
</tr>
</thead>
<tbody>
<tr>
<td>2002</td>
<td>16%</td>
<td>77%</td>
<td>7%</td>
</tr>
<tr>
<td>2003</td>
<td>10%</td>
<td>84%</td>
<td>6%</td>
</tr>
<tr>
<td>2004</td>
<td>9%</td>
<td>87%</td>
<td>4%</td>
</tr>
<tr>
<td>2009</td>
<td>14%</td>
<td>84%</td>
<td>2%</td>
</tr>
<tr>
<td>2010</td>
<td>9%</td>
<td>89%</td>
<td>2%</td>
</tr>
</tbody>
</table>

Source: Mairie de Paris, MV2 ETC
PROMOTION
OF TAP WATER
IN PARIS
ECOLOGIQUE ?

L’EAU DU ROBINET : ZERO PLASTIQUE, ZERO POLLUTION

TRES ECOLOGIQUE
Tap Water Distribution in Public Places
Public Fountain “La Pétillante” inaugurated September 21\textsuperscript{th}, 2010

Free access to Parisians
Water from the pipe

3 different water quality:
- Direct
- Cooled
- Sparkling (bubbles added)
Tap Water Distribution in Public Places

Map of Paris’ 488 Drinking Water Public Fountains

Fountain of the Millennium

Wallace Fountain
Publications and Art
The “Feuille d’Eau” (Water Leaf)
Water Humanity Common Good

designed by Philippe Stark
distributed to 19,500 children

Contest open to Designer:
winners exposition April to October, 2011
The Pavillon de l’Eau in Paris
25 040 visitors from January to November 2010

2010 Main Exhibitions at the Pavillon de l’Eau

The 1910 Great Flooding in Paris.

The History of Water in Paris
In 2010

• 1,619 School Children attended “Water Classes”.
• 2,400 more Children visited the Exhibitions in Groups.
Thank you for your attention