MECHANISMS OF SOCIAL ACTION

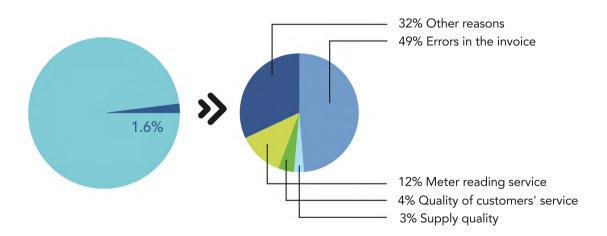
Almost 97% of the population lives in municipalities where water providers have mechanisms of social action to ensure the affordability and fulfil the Human Right to Water.

These can be classified in two types: discounts in the water tariff and/or solidarity funds.

Local and regional authorities are responsible for determining the beneficiaries of these mechanisms.

CUSTOMERS' MANAGEMENT

The rate of complaints in the sector is very low. Only 1.6% of customers submit complaints. Of these, 48% are solved in favour of the customer.



NEW COMMUNICATION CHANNELS. SOCIAL NETWORKS

The use of social networks for communication with customers continues to grow significantly. 89% of operators use social networks as communication and monitoring tool.

Internet platforms where sector entities are present

















Others

XVII National Study on Water Supply and Sanitation in Spain 2022



DATUM OF URBAN WATER SECTOR 2022

XVII National Study on Water Supply and Sanitation in Spain 2022



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Since 1987, and two yearly, AEAS and AGA disclose a technical study on the urban water sector in Spain. In this XVII edition, the range reaches 76.89% of the population and new indicators regarding circular economy and energy transition strategies have been included, as well as about climate change management and mitigation plans and boosting decarbonization

*Information corresponds to 2020





WATER SUPPLY AND SANITATION

Spanish water supply and sanitation services are at the head of Europe regarding the technification of urban water cycle activities.

GENERAL DATUM Direct Urban water Total billing: sector represents employment: 7,634 million € 0.68% of GDP

In 2022, the average price of domestic water is 1.97€/m^{3*}.

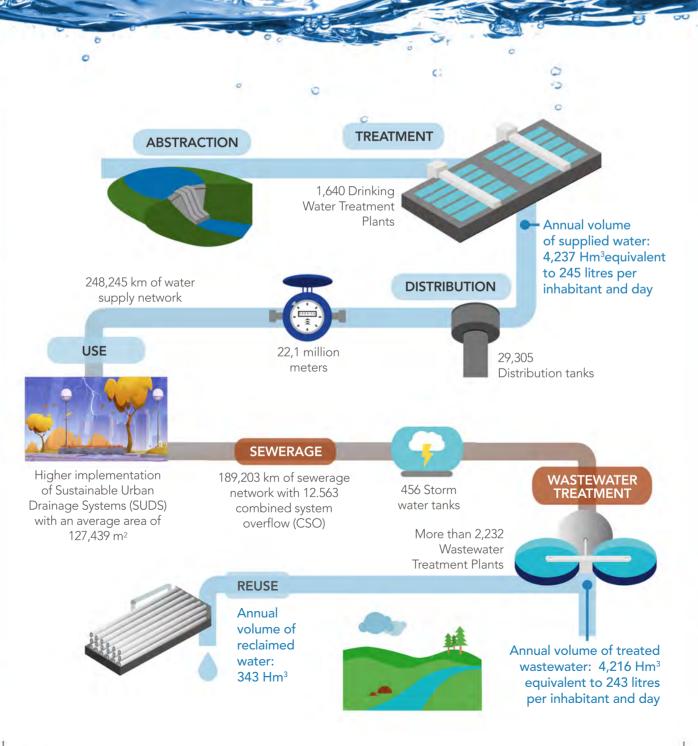
This price is one of the lowest in Europe and means, on average, 0.9% of the total expense of Spanish households

More than 32,500 direct, stable, quality, equity and highly skilled jobs

109€ are spent per person and year in water compared to 331€ spent in electricity

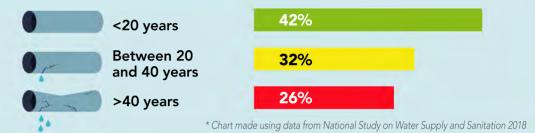
*Data made from data offered by INE in 2021

WATER SUPPLY AND SANITATION **URBAN WATER CONSUMPTION** 5 litres 1 Cént 21% 67% **Others** Household (shops, offices, consumption) 12% MANAGEMENT OF WATER SUPPLY SERVICES Industrial Public-Private equilibrium Household consumption: 131 35% litres per inhabitant PUBLIC and day



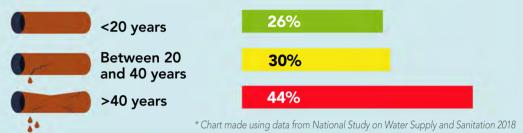
DISTRIBUTION • WATER SUPPY • Management tool used

The global renewal percentage of water supply networks is of 0.25%, much lower than the recommended 2%.



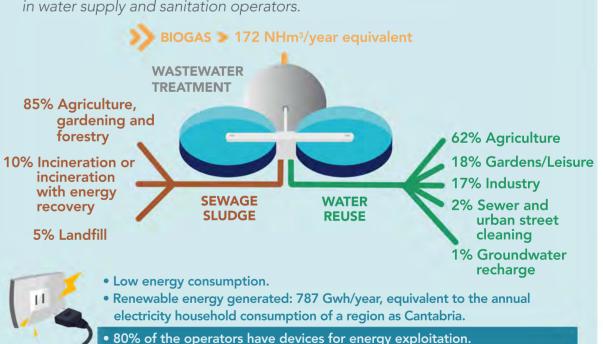
SEWERAGE • Management tool used

The global renewal percentage of sewage networks is of 0.42%, much lower than the recommended 2%.



CIRCULAR ECONOMY AND FIGHT AGAINST CLIMATE CHANGE

The Strategy on Circular Economy, promoted by the EU, has a direct application in water supply and sanitation operators.



• 73% of the operators have a mitigation plan for greenhouse gas emissions.

79% of the operators calculate their carbon footprint.