

MECHANISMS OF SOCIAL ACTION

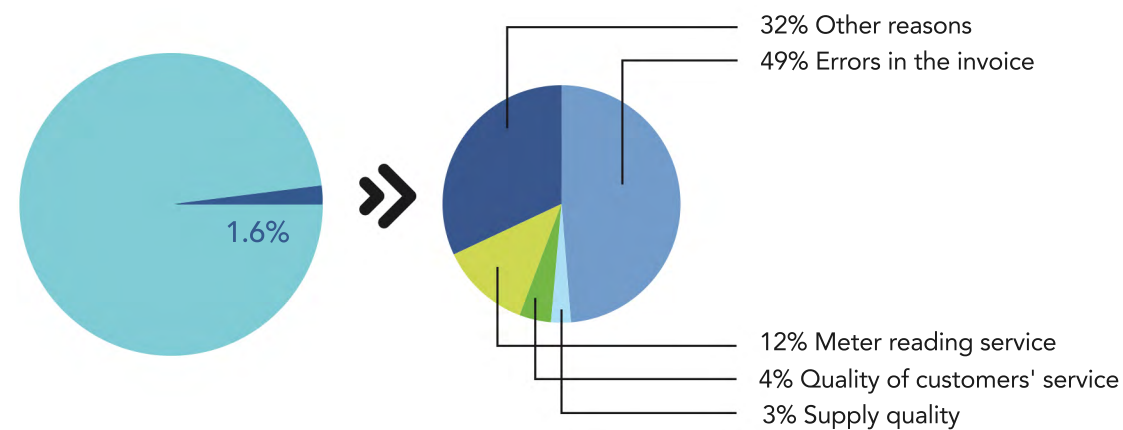
Almost 97% of the population lives in municipalities where water providers have mechanisms of social action to ensure the affordability and fulfil the Human Right to Water.

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

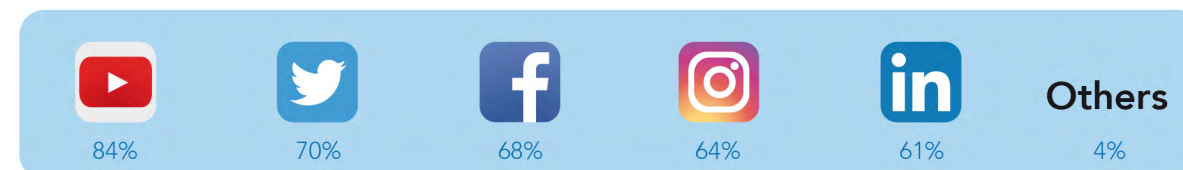
The rate of complaints in the sector is very low. **Only 1.6% of customers submit complaints.** Of these, 48% are solved in favour of the customer.



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



XVII National Study
on Water Supply
and Sanitation in Spain 2022



DATUM OF URBAN WATER SECTOR 2022

XVII National Study on Water Supply
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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

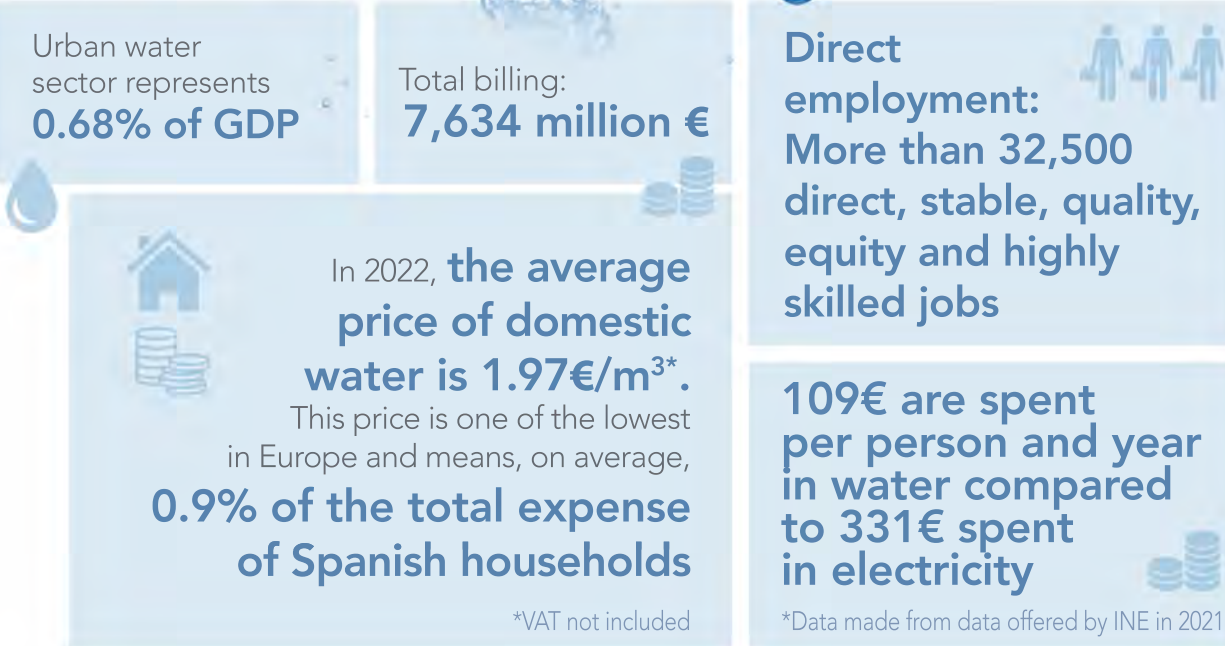
*Information corresponds to 2020



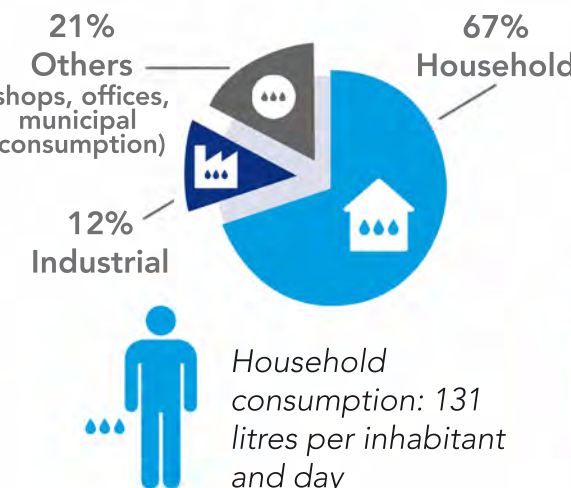
WATER SUPPLY AND SANITATION

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

GENERAL DATUM



URBAN WATER CONSUMPTION

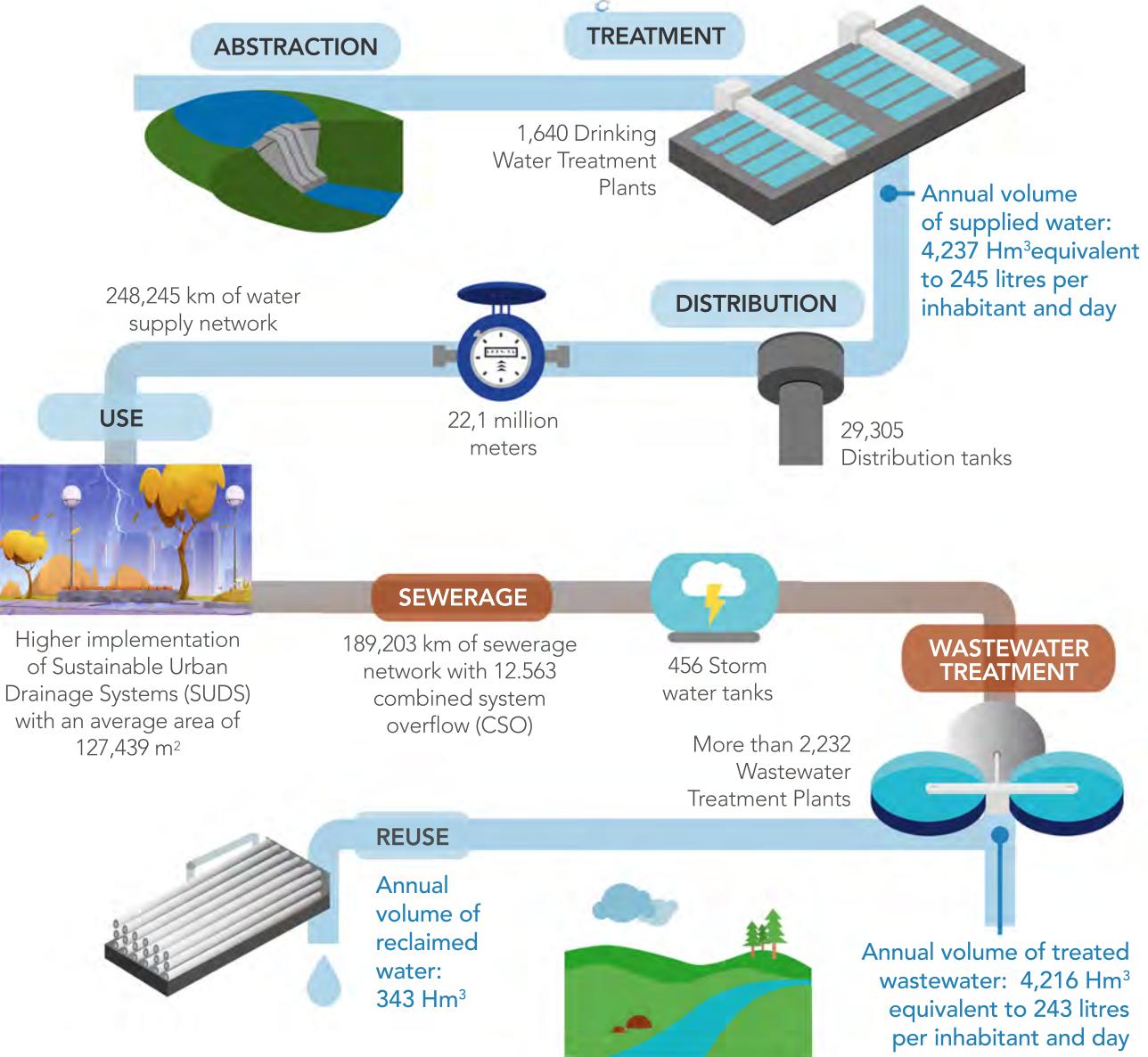
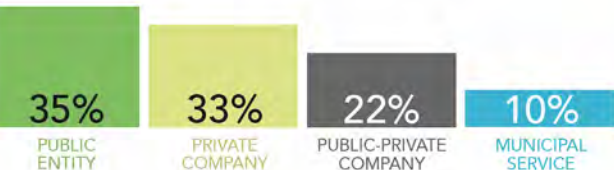


WATER SUPPLY AND SANITATION



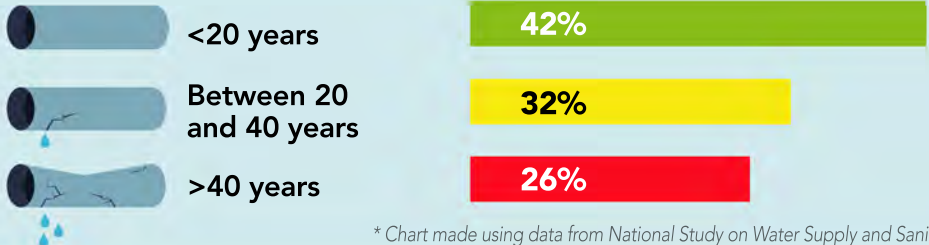
MANAGEMENT OF WATER SUPPLY SERVICES

Public-Private equilibrium



DISTRIBUTION • WATER SUPPLY • Management tool used

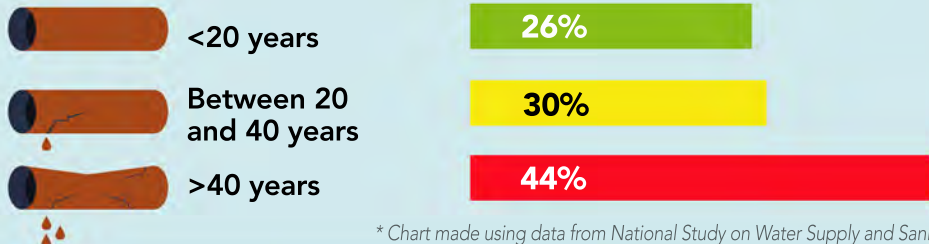
The global renewal percentage of water supply networks is of 0.25%, much lower than the recommended 2%.



* Chart made using data from National Study on Water Supply and Sanitation 2018

SEWERAGE • Management tool used

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



* Chart made using data from National Study on Water Supply and Sanitation 2018

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.

