

Press release



Paris, January 13th, 2025

L'eau du Douaisis: a new drinking water and wastewater service for DOUAISIS AGGLO, in the North of France, entrusted to SUEZ

From January 16th, 2025, the new public service delegation for the management of water and wastewater services in the DOUAISIS AGGLO area will come into service. Awarded to SUEZ for 7 years and an annual value of €15 million, the contract will cover 8 municipalities for drinking water and 26 municipalities for wastewater treatment. These services will be combined under a common brand name: L'eau du Douaisis.

A transversal approach to preserving water resources

The increasing pressure on water resources due to climate change (more frequent and intense droughts, less winter rainfall which is essential for recharging groundwater, etc.), and the deterioration of water quality linked to production and consumption patterns, call for more rational use and more structural management of water.

This includes investment in treatment and equipment to improve water quality, closer monitoring of both drinking water networks to limit leaks and sewerage networks, to prevent the risk of pollution and protect the natural environment. With this in mind, Douaisis Agglo has merged its water and wastewater services under a single delegation, the first of its kind in the Hauts-de-France region, carried by a powerful brand: L'eau du Douaisis.

Preserving water resources: a pilot project at the Férin production site

Today, to produce 1 litre of drinking water at the Férin site, 1.5 litres of water must be extracted from groundwater. This is due to the special role played by one of the boreholes, which acts as a hydraulic barrier against pollutants in the resource, to protect the quality of the water collected by the other boreholes. Thanks to a new membrane filtration treatment process, the water from this borehole can be treated and distributed directly to the network, without any additional abstraction from the resource. This innovative solution will reduce water abstraction by 650,000m³ per year.

Helping users to control their consumption

When it comes to preserving water resources and protecting natural environments, users can play a key role. That's why a range of measures will be launched to give them a better understanding of the water issues in the region, and to help them manage their consumption more effectively. The new drinking water service includes a target to reduce consumption by 5% by 2032.

To help achieve this target, L'eau du Douaisis will be rolling out smart meters from the 1st quarter of 2025 to 33,000 households in the 8 communes where DOUAISIS AGGLO is responsible for drinking water: Aubigny-au-Bac, Courchelettes, Dechy, Douai, Flers-en-Escrebieux, Fressain, Sin-le-Noble and Waziers. Residents will be able to monitor real time water consumption on an online platform and be alerted in the event of leaks or over-consumption.

In addition, L'eau du Douaisis will carry out regular awareness campaigns across the

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region, with schoolchildren or during local events. Advice and good practice will also be shared on the website: leaududouaisis.com.

Strengthening relationships with users through a local service

The Douaisis Agglo has a strong commitment to being close to users of water and wastewater services. In addition to digital tools (website, application, etc.), users will be able to find L'eau du Douaisis services at the future "Douaisis Agglo Services" reception centre on the Place d'Armes in Douai.

Lastly, L'eau du Douaisis will test a partnership with La Poste to develop a range of home services to help users detect leaks, better understand bills and encourage more virtuous behaviour. This innovative partnership is a first of its kind in France.

"Preserving water means acting for our future. We have chosen to work with SUEZ on a strong shared commitment: to guarantee both the quality and availability of water, an essential resource. This new public service delegation contract with SUEZ commits us, together, not only to maintaining an efficient service for our residents, but also to implementing sustainable solutions to protect our water. Let's continue to make the Douaisis an exemplary region in which environmental protection goes hand in hand with quality of service for our residents.", says **Christian Poiret, Chairman of the Douaisis Agglo**.

"We are very happy to have been chosen by Douaisis Agglo to deliver drinking water and wastewater treatment in the Douai's area. Douaisis Agglo has made an ambitious choice in adopting a cross-disciplinary approach to preserve water resources and demonstrated a forward-looking vision. Douaisis Agglo can count on the full commitment of SUEZ to achieve this ambition, both in managing the service and providing support to its inhabitants.", says **Arnaud Bazire, CEO of the Water France activities of SUEZ**.

About L'eau du Douaisis:

L'eau du Douaisis is a DOUAISIS AGGLO brand, delegated to SUEZ. It produces and distributes drinking water to 8 municipalities and manages wastewater for 26 municipalities*. Every year, 4 million m³ of drinking water are distributed to residents and 5 million m³ of wastewater are treated before being discharged into the natural environment.

Drinking water municipalities: Aubigny-au-Bac, Courchelettes, Dechy, Douai, Flers-en-Escrebieux, Fressain, Sin-le-Noble and Waziers.

Wastewater treatment municipalities: the 8 above as well as Arleux, Brunemont, Bugnicourt, Cantin, Cuincy, Erchin, Esquerchin, Estrée, Féchain, Férin, Gœulzin, Guesnain, Hamel, Lambres-lez-Douai, Lauwin-Planque, Lécluse, Roucourt and Villers-au-Terre.

About Douaisis Agglo:

Douaisis Agglo comprises 35 municipalities with a population of almost 150,000. Douaisis Agglo promotes economic development and offers a wide range of housing options, a network of local services and shops, and a high quality of life where natural areas are preserved and local producers are promoted. It also offers year-round access to major cultural, scientific, sporting and leisure facilities. To find out more about Douaisis Agglo, visit www.douaisis-agglo.com and social networks X : @Douaisis_Agglo and LinkedIn : @Douaisis-Agglo

About SUEZ:

Faced with growing environmental challenges, SUEZ has been delivering essential services that protect and improve our quality of life for more than 160 years. SUEZ provides its customers with innovative and resilient solutions for water and waste services. With 40,000 employees across 40 countries, the Group works with customers to create value over the full lifecycle of their assets and services, and to drive their low carbon transition. In 2023, SUEZ provided drinking water for 57 million people worldwide and sanitation services for more than 36 million people. The Group generated 7.7 TWh of energy from waste and wastewater. In 2023, SUEZ generated revenues of 8.9 billion euros. For more information: www.suez.com / X @suez / LinkedIn @SUEZ.

General

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