

EDITORIAL

Municipalities throughout Central Europe are hit hard by the economic crisis. Serving more than 1000 cities, corporations and villages it's a huge task for Energie AG Wasser to support the special needs of their partners. Find in this issue of WATERPAGE how we are doing in maintaining and developing water and waste water infrastructure by introducing efficiency measures and expert knowledge.

Yours Christian Hasenleithner, Managing Director Energie AG Wasser



Water HEADLINES



## Management Team completed again

The vacant position of the financial Managing Director of the Water-Group was filled with Mag. Thomas Kriegner on July 1st 2010.

Managing Director  
Mag. Thomas Kriegner

Thomas Kriegner is 34 years old and studied corporate finance. Since 2004 he has been acting in various leading positions on national and international level within the Water-Group of Energie AG like WDL GmbH in Austria, Varinger VK in Slovenia and VODOS Kolin in the Czech Republic.

## Gain in efficiency – the South Bohemian ČEVAK merger

By merging two big water companies Energie AG expanded its strong position in the Czech market and continued its focus on strengthening its competitiveness.

The new České Budějovice-based water company ČEVAK a.s. started operation in South and West Bohemia on May 1st 2010. "With this step ČEVAK moved into the top 5 rank of the Czech water companies and will maintain

its quality and service level on an international standard at moderate prices for our customers", says Christian Hasenleithner, Managing Director of Energie AG Water-Group. ČEVAK is an integrated company for water supply and waste water disposal management. It is a clear market leader in the region, employs 890 people and supplies more than 550.000 inhabitants with drinking water. The company is also collecting and treating waste water at almost 200 waste water treatment plants.



Water Management is our Job

## Aqua Servis a.s. - growth during times of crises

Nine years ago, Energie AG started as a newcomer its development in the water market.

Since then, the group has grown to a leading integrated service provider even far beyond Austrian borders and has earned international reputation as number 2 in the Czech market. The latest acquisition AQUA SERVIS a.s. is based in Rychnov nad Kneznou near Hradec Kralove. AQUA SERVIS is providing its services based on 31 contracts, thus serving more than 53.000 inhabitants.

Turnover	6,3 Mio.€
Water and waste water	4,5 Mio. m <sup>3</sup>
Water treatment plants	5
Water mains	516 km
Sewers	171 km
Waste water treatment plants	12
Businesses:	Water, waste water, services, construction, installation



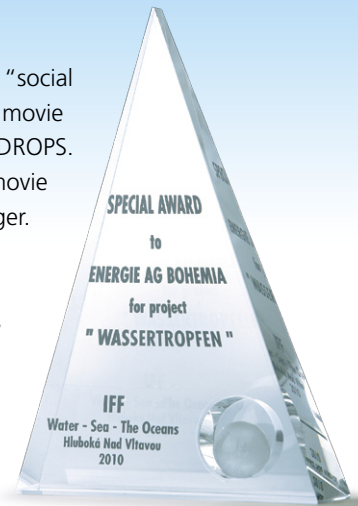
## WATERDROPS - the success story continues

For the seventh time, the international film festival WATER SEAS OCEANS took place in Hluboká nad Vltavou.

The reward for the best documentary in the category "social and charitable commitment of the year" went to the movie about the aid project of Energie AG Bohemia WATERDROPS. The special award was given to the producer of the movie Roland Huber and cinematographer Gabi Kramesberger. In the meantime the work to improve water supply in southern Congo proceeds. Up to now more than 60 wells have been refurbished which brought access to clean drinking water for 250.000 inhabitants.



Radek Bily, Energie AG Wasser, marketing  
Roland Huber, movie producer  
Steve Lichtag, president of the Water Seas Oceans Festival



## Why should you think about the outsourcing of water operation?



### ECONOMICS

- Predictable and stable price development
- Stable investment planning due to stable rent payment
- (Co-)financing by private partner without public debts
- Group-synergies: economies of scale purchasing, IT, HR, transport, GPS...
- Risk coverage due to operator insurance
- Investment savings due to project optimization by using operating know how
- Covering losses of receivables
- Cost transparency



### TECHNICS AND QUALITY

- QM Systems like ISO 9001, 14001 and 18001
- Permanent optimization of operation
- Permanent training of the staff
- Special services like engineering, water meters, GIS, sewer TV, water loss detection...
- Expert services like geology, hydrology, hygiene, laboratory, ...
- Access for partners to GIS and dispatching data
- Long time refurbishment and investment planning
- Performance indicators and internal benchmarking
- Securing alternative supply in emergency cases



### LEGAL COMPLIANCE AND POLITICS

- Relieving from the administration of operating duties
- Full coverage of operating responsibilities
- Care about customer complaints - customer services
- Permanent adaption in regard to new legal regulations
- Strong position related to legislative bodies
- Strong position in representations of interests and special interest groups



#### Magda Krivanova, Mayor of Hlinsko, four years after the privatization of the operation:

"The privatization of water supply in Hlinsko, which the Association of Czech Municipalities as well as experienced lawyers had recommended and which was accepted by the large majority of residents, brings us a clear advantage".

## The Mayors corner



#### Gerhard Huber, Mayor of Sattledt:

"Eight years ago we decided to do the outsourcing of the operation of our water supply to WDL GmbH. It was and is clearly a matter of trust and partnership – nevertheless I am still satisfied with the cooperation. Even in emergency cases like a broken water pipe there always was a fast reaction of the employee of WDL, who is living nearby".

#### Lubos Peterka, Mayor of Radomysl:

"The fact that the municipality can choose the operator in a competitive tender, forces and motivates the private operator to bring effective and above standard services. I see this very useful and positive".

