

Participants' experiences

EYDAP SA Athens Water Supply and Sewerage Company Standard level in three months



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EYDAP was founded in 1980 after the merge of the incumbent water supplier in Athens and Piraeus 'Hellenic Water Company' (EEY S.A., founded in 1927) and the 'Greater Athens Sewerage Organization' (OAP S.A., founded in 1950). EYDAP's area of service is the greater metropolitan area of Athens, extending almost to the entire Region of Attica.

EYDAP is the largest company of its kind in Greece and the 7th among IB2015 participants in water and SE/WWTP customers. With 9.000 km water pipelines and 8.300 km of sewers, EYDAP has 4 WTPs of 1.800.000 m³/d total nominal capacity and 4 WWTPs of 6.217.000 p.e. design capacity. Today EYDAP's personnel numbers 2.200 employees.

In 1999, all of EYDAP's assets regarding raw water collection and transport to WTPs were transferred to the company 'EYDAP Assets', thus remaining the property of the Greek State. Since then, formally EYDAP has undertaken the role of maintenance and operation contractor for 'EYDAP Assets' in raw water's collection and transport. All assets regarding the WTPs, the DW network, the WW network and the WWTPs belong to EYDAP S.A.

In January 2000, EYDAP S.A. was listed on the Main Market of the Athens Stock Exchange with the Greek State as major shareholder. Due to the above the company has to keep track of performance indicators. There have been various attempts to this direction over the years, mostly based on a series of selected IWA indicators which were considered as appropriate for EYDAP's case. In 2013 EYDAP participated for the first time in EBC's IB2012 exercise, at the basic level.

In April 2016 EYDAP decided once again to participate in EBC's IB2015 exercise, at the standard level. Within a short period of 3 months (closing date for data entry in mid July 2016) without previous notice or preparation EYDAP's Divisions managed to respond to the pressure of collecting – on time and on such a short notice – the requested primary data, giving their best to translate and interpret all EBC's definitions and clarifications to numbers.

EYDAP's participation in IB2015 was a valuable experience, starting from the early stage of the extended collection and registration of various technical and financial parameters. There has been confirmation of issues such as structural deficiencies (overlapping responsibilities between departments) and lack of specific technical tools (DMAs). Positive matters were also confirmed, such as the effectiveness of the Finance Division, the achievement of low electricity consumption with high energy recovery etc.

This is the first year of EYDAP's participation at the standard level and therefore there is a lack of data for the previous years to be compared to. In addition, when evaluating EYDAP's position, the Greek financial crisis must also be taken into account. The crisis is reflected in a series of parameters such as the numerous billing complaints (which are inconsistent to the calculated affordability of the drinking water and wastewater bill), the low level of replacement investments and inspection of mains and sewer etc.

Overall, IB2015 was an excellent opportunity for EYDAP to underline its pros and cons and to make a 'to-do' list of priorities, within the framework of Greece's financial situation. It is also the beginning of a longer term cooperation with EBC, aiming to improve EYDAP's performance and to achieve greener PIs every year.

