4th World Water Forum
Mexico City, 16 to 22 March
NANTES METROPOLE
An Urban Community composed of

- 24 communes – 580,000 inhabitants
- 1 executive committee composed of 113 elected officials

Responsibilities:
- Transportation – Roadways
- Urban Planning – Environment
- Social Development
- Economic Development
- Higher Education
- International - Tourism
- Waste
- Water - Sanitation
The French model of Public Service

Organizing Authority
Example: Nantes Métropole

Legitimate guarantee of public service

Elected Official
Consults, Evaluates

At the heart of public action and essential stakeholder

Citizen

User

System operator
Example: community water authority
300 agents

High quality local service and powerful service offer
LOCATION OF OPERATORS IN NANTES METROPOLE
THE MISSIONS OF THE ORGANIZING AUTHORITY

- Organizes and defines the public service missions
- Implements specific resources and defines the rating policy
- Determines how the public service is to be provided
- Is owner
- Controls the performance of the missions
THE MISSIONS OF THE SYSTEM OPERATOR

- Provides a service to the users
- Maintains the property made available by the local government
- Reports to the organizing authority
OBJECTIVES

- Guarantee the quality of drinking water
- Ensure the continuity and safety of public service
- Guarantee sustainable water service
- Guarantee effective and efficient service
- Provide a service that meets the needs of the general interest and the users
- Control the rates
Measuring performance

- **ISO 9000 (2001)** and **OHSAS 18001** and related indicators
- **AFNOR (French Standardization Organization)** P 15-900 and related customer indicators
- **FNCCR (National Federation of Licensing and Governed Authorities)**
- Public water service charters and related indicators
**INDICATORS**

- **For water quality:** specific indicators with target objectives
  
  *example:* Service line installed within 4 weeks – Advance notice give prior to scheduled shut-offs

- **Quality of service:** several indicators for both public and private operators
  
  *example:* emergency service – on site within one hour of receiving the phone call - incoming phone calls – phone answered after three rings
THE CHARTER

Les 12 engagements du service public d'eau potable de Nantes Métropole

1. Un contrôle permanent de la qualité de l'eau
2. Une facilitation des moyens de paiements
3. Un accueil téléphonique 7j/7 et 24h/24
4. Une réponse courrier systématique
5. Une intervention dans les 2 heures à votre domicile
6. Plage horaire de 2 heures maximum pour votre rendez-vous
7. Votre demande d'abonnement traitée en 24 heures
8. Vos travaux de branchements réalisés sous 4 semaines maximum
9. Pose d'un compteur en 48 heures
10. Information 24 heures à l'avance pour une coupure d'eau programmée
11. Information facilitée pour une coupure d'eau non programmée
12. Nous vous prévenons en cas de surconsommation

Charte service

Nantes Métropole met en place la charte de service public de l'eau potable à compter du 1er janvier 2006. Elle s'applique sur l'ensemble des 24 communes. Trois opérateurs d'eau potable gèrent la distribution et l'exploitation du réseau :

Générale des Eaux
BP 80406
44104 NANTES Cedex 4
Tel: 02 40 90 90 63
Fax: 02 40 04 09 63

RÉGIE
Nantes Métropole
Régie Communautaire de l'Eau
44923 NANTES Cedex 9
Tel: 02 40 18 88 88
Fax: 02 40 18 88 88

SAUR
1 place de la Gare
44205 NANTES Cedex 10
Tel: 02 40 35 05 35
Fax: 02 40 35 21 52

Pour toutes informations générales :
www.nantesmetropole.fr
LESSONS LEARNED
Complementary operators

- Private Operators
  - Area of experience, growth oriented
  - Ability to mobilize vast resources

- Public Operators
  - Job knowledge

Balance among the partners: organizing authority and public and private operators
A WIN-WIN PARTNERSHIP

- Political regulation: affirmation of the role of the organizing authority
- Free choice in management methods
- A geographic area well-suited for the organization of a public service
ISSUES AT STAKE

- Enable each organizing authority to
  - Exercise freedom of choice
  - Control the organization and provision of local public services
- Intercommunal cooperation
  - Provides negotiating strength due to the weight of its population and its unique organization

This cooperation is one of the major factors in enabling local government to control local public services
This document was created by the Nantes Métropole Water Board – March 2006