

# WATER MANAGEMENT IN SOUTH AMERICA

CHILE



**José Luis Murillo Collado**  
CEO of Esva and Aguas del Valle

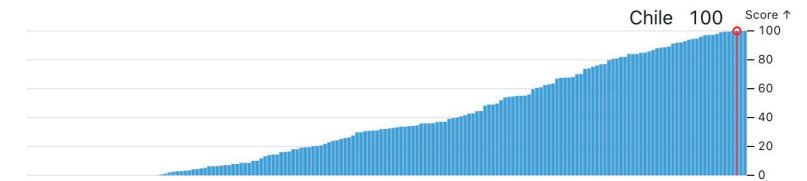
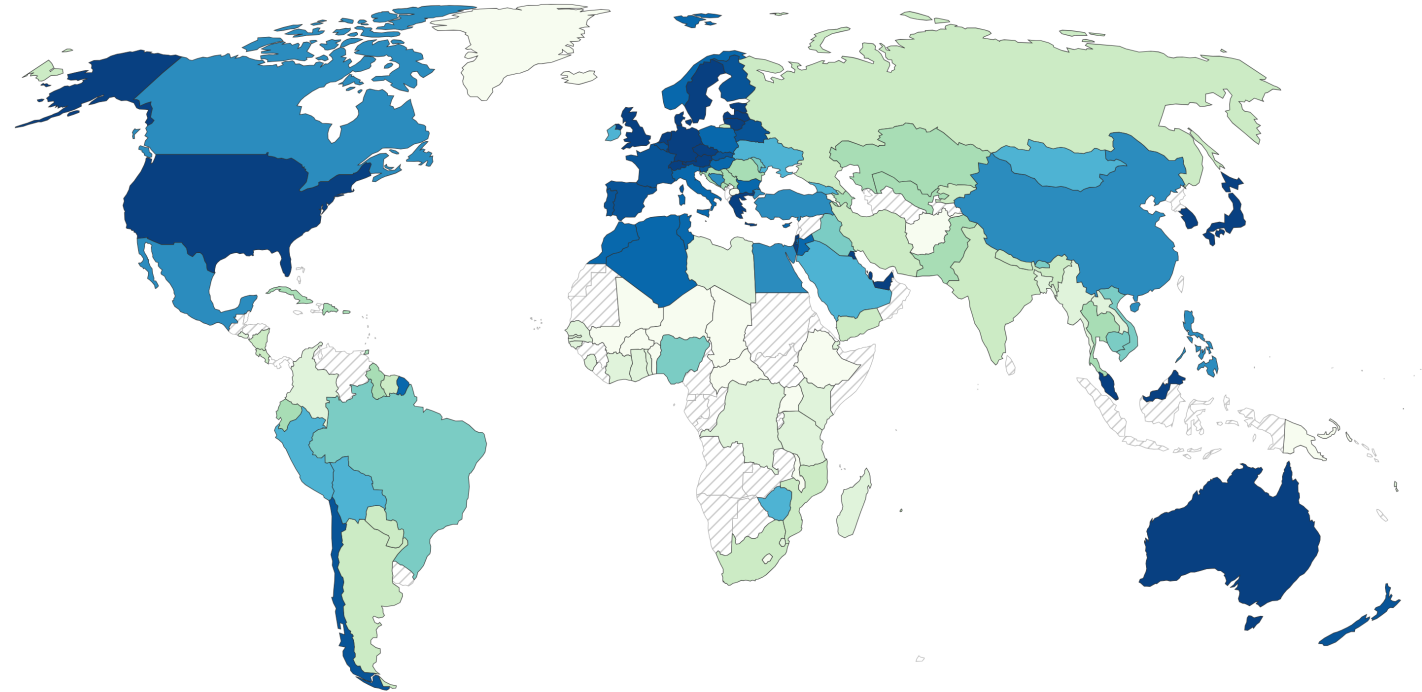
High coverage of drinking water and wastewater treatment **at a lower price than countries with that level of service.**



# WASTEWATER TREATED

PERCENTAGE OF WASTEWATER THAT UNDERGOES AT LEAST PRIMARY TREATMENT.

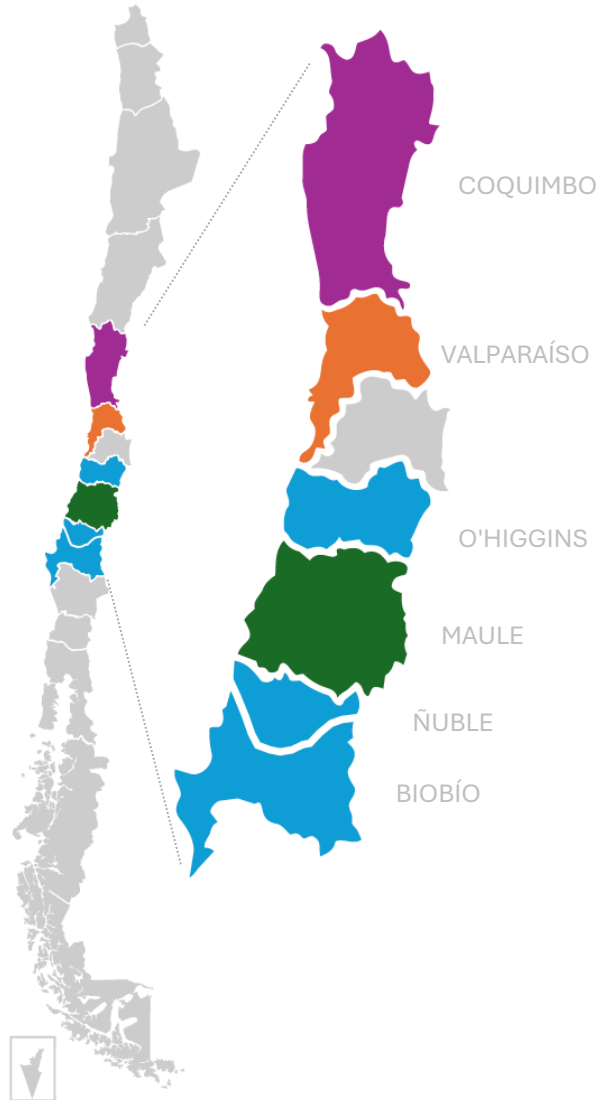
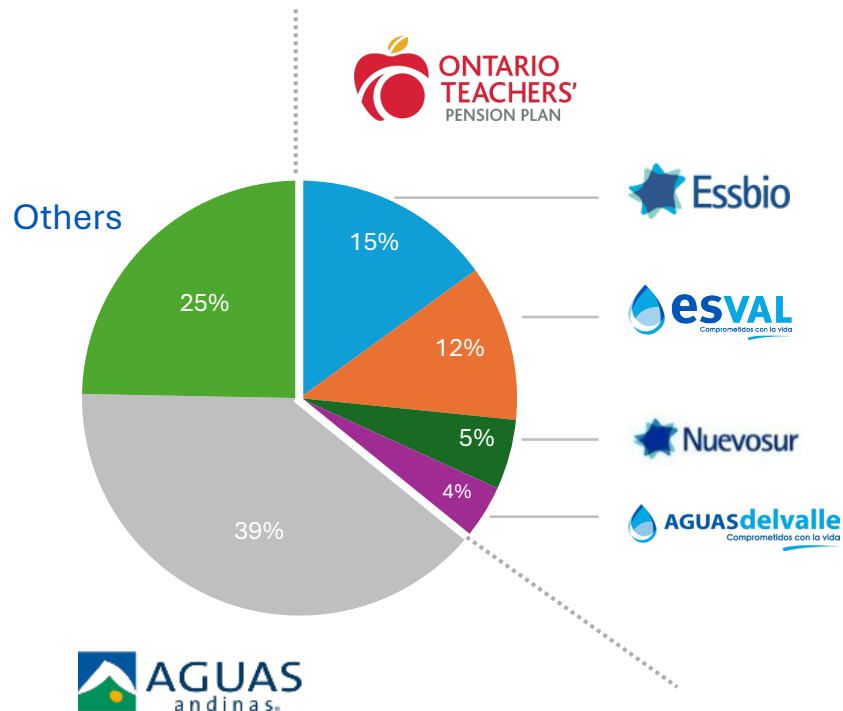
COUNTRY	RANK	SCORE
Bahrain	1	100.0
Chile	1	100.0
Singapore	1	100.0
United Arab Emirates	1	100.0
Netherlands	5	99.5
Luxembourg	6	99.4
Oman	7	99.0
Hungary	8	97.9
Germany	9	97.3



# CONCESSION TERRITORY

## SERVICE COVERAGE

**ChileWater** is the second-largest water utility company in Chile, serving over 2 million customers and more than 5 million people.



## ESVAL AGUASdelvalle

<p><b>+2,8 mill</b> Population Served</p>	<p><b>+948,000</b> Customers</p>
<p><b>53</b> Wastewater Treatment Plants</p>	<p><b>99,43%</b> Sewer Coverage</p>
<p><b>5,562 km</b> Sewer Networks</p>	<p><b>7,000 km</b> Drinking Water Networks</p>

# Innovation Area 1: Response to Drought or Scarcity

## REVERSIBLE CONVEYANCE PROJECT

### AROMOS-CONCÓN

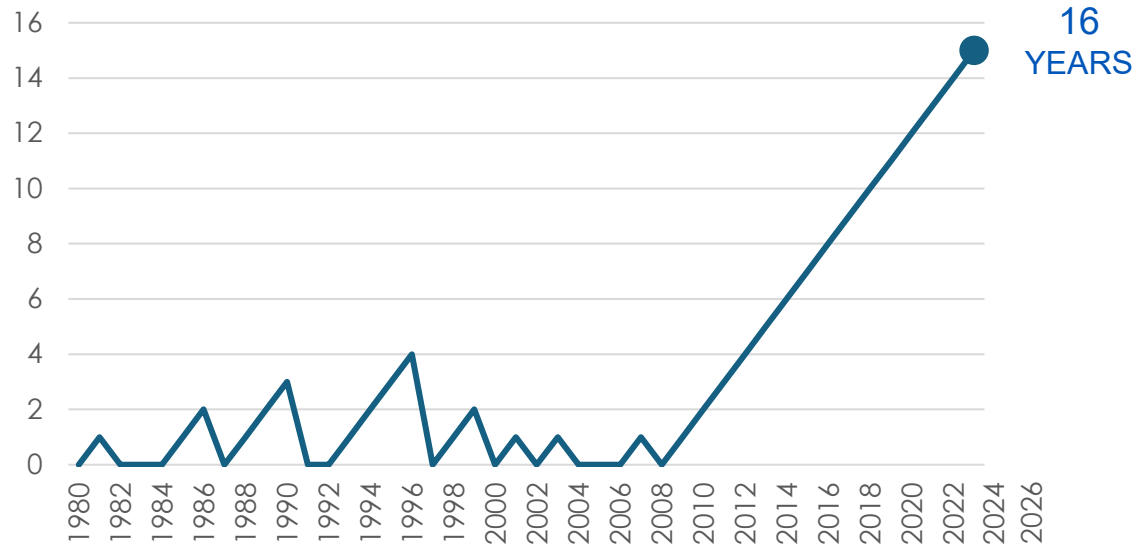
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# VALPARAÍSO REGION

A TERRITORY IN WATER CRISIS

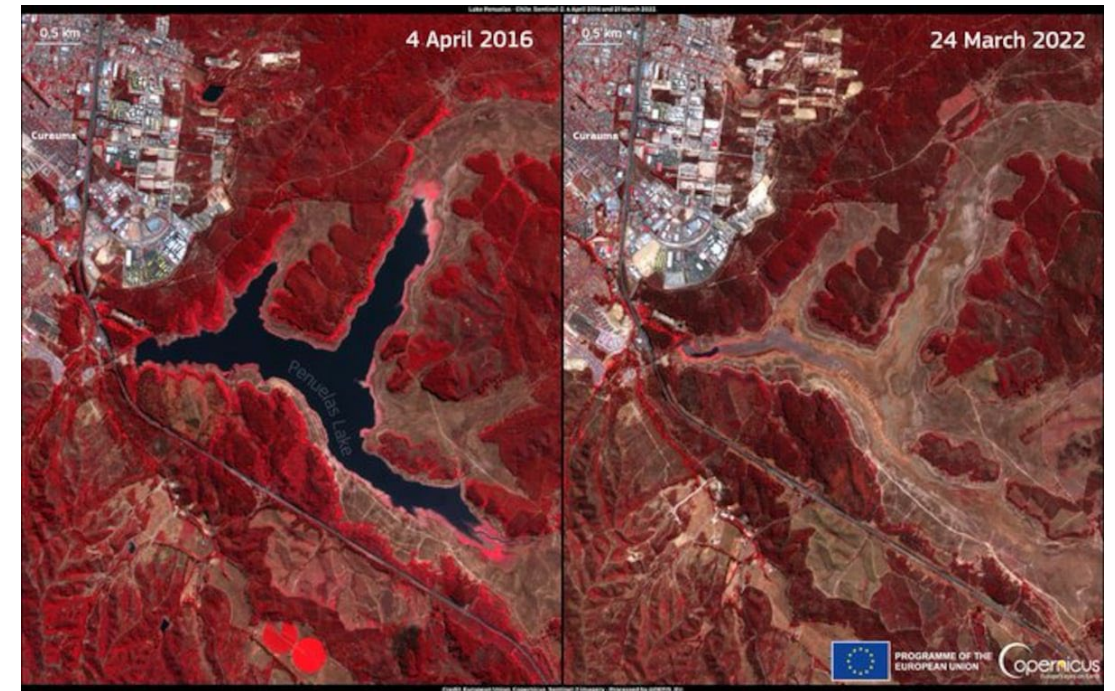
The company has faced a 16-year drought, the longest in history. Historically, a drought of more than 4 years had never been experienced

Number of consecutive drought years in the Valparaíso region



16  
YEARS

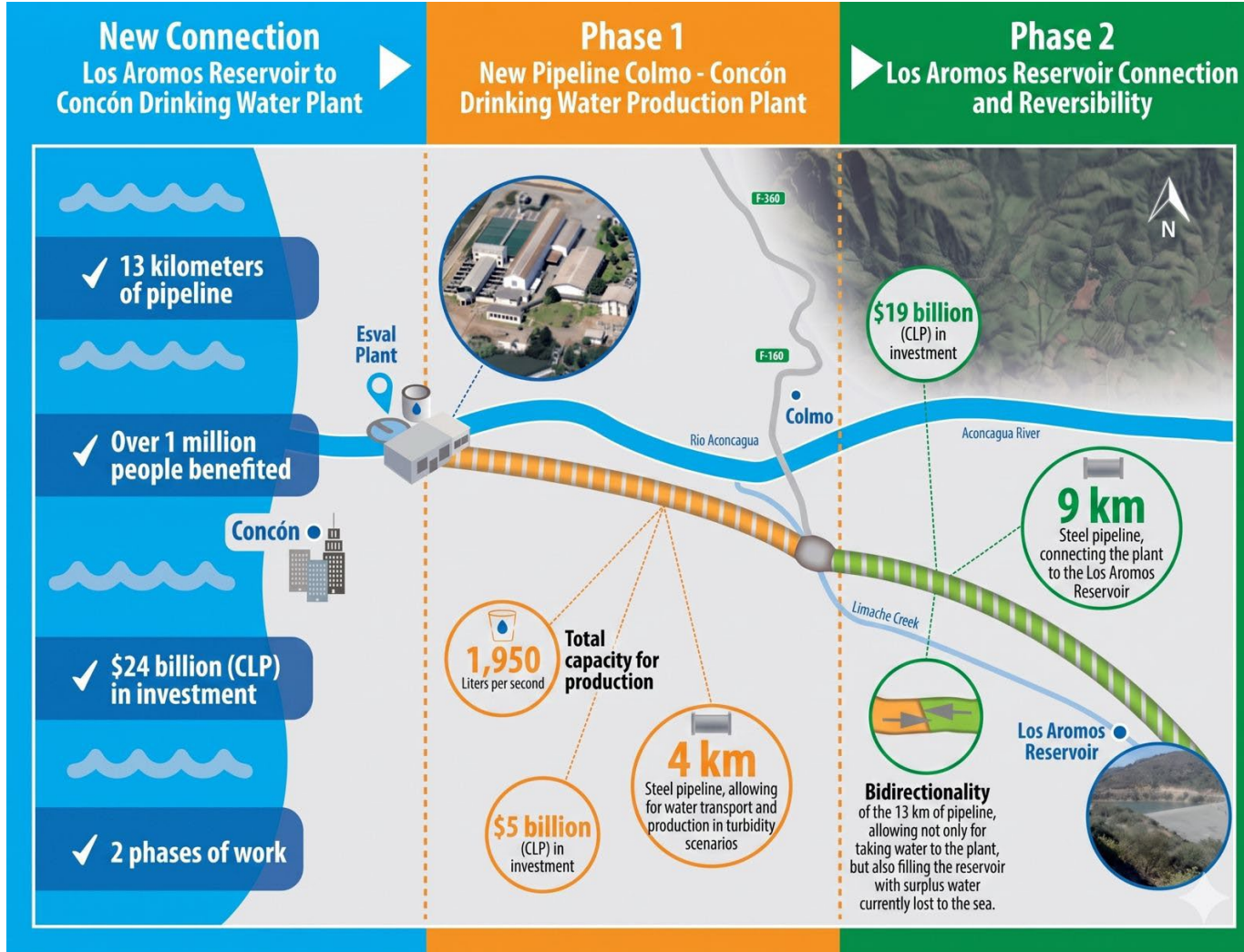
Lake Peñuelas (central Chile)



**Source:** own elaboration based on precipitation records at San Felipe station, DGA. A drought year considers annual precipitation below the 1981-2010 average.

# HISTORIC DROUGHT

OPERATING A RESERVOIR IN A BIDIRECTIONAL MANNER



**+66.4 Hm<sup>3</sup>**  
delivered by the reversible pipeline



**+1 million people**  
With secured supply



**5 consecutive years**  
Without rationing

# Innovation Area 2: Risk Management and Disaster Recovery **MEGA WILDFIRE**

FEBRUARY 2024

# DURING THE FIRE

THE LARGEST URBAN FIRE IN THE HISTORY OF CHILE



# DURING THE FIRE

## THE LARGEST URBAN FIRE IN THE HISTORY OF CHILE

### Nacional

## Incendio en Valparaíso se transforma en el segundo más letal del mundo en el siglo XXI

Por Mega Investiga  
05 feb. 2024 - 17:09 hrs.    

La tragedia derivada de los incendios forestales en la región de Valparaíso ha dejado hasta ahora 122 fallecidos, **según informó el Servicio Médico Legal**, y de los cuales solo 32 han sido identificados.



**15,500**  
Homes Affected



**11,000**  
Hectares  
Burned



**72**  
Hours of Fire



**1,100**  
Injured



**7**  
Municipalities  
Affected



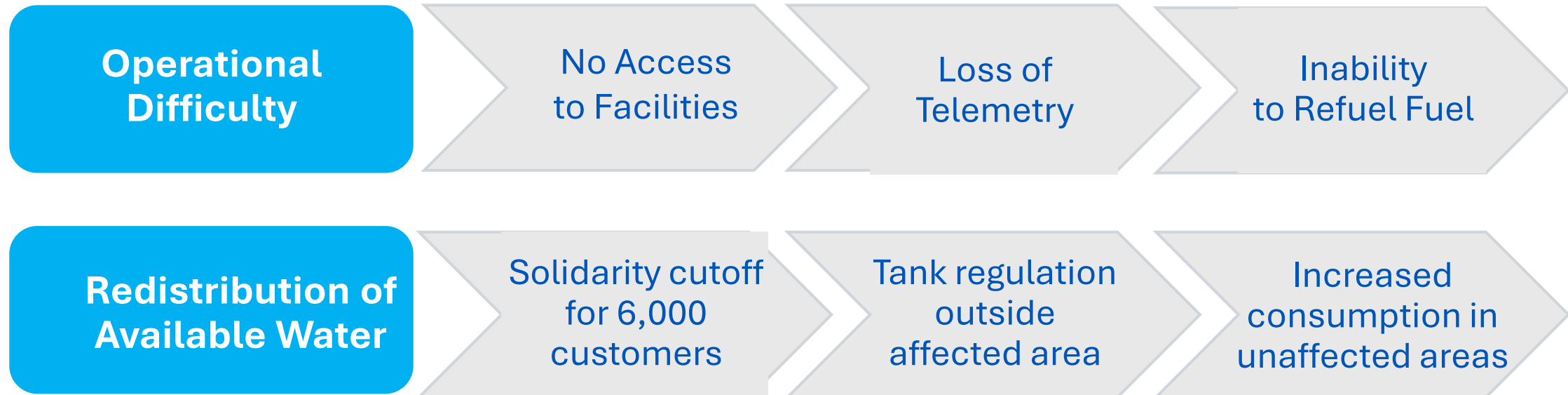
**131**  
Deaths



**2,000**  
Firefighters  
on the Ground

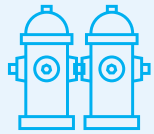


## Network at Full Capacity to Support Firefighting



## DURING THE FIRE

### EMERGENCY FIRE HYDRANT OPERATIONS



**150**  
**Hydrants**

In simultaneous  
operation.



**40 Million**  
**Liters**

from our network used to  
stop the fire when it  
reached the city.

Our task was to keep the network operational with the consumption of firefighters, residents, and the losses caused by water connections destroyed by the fire and the intensive use by the population.

## AFTER THE FIRE

COMMUNITY SUPPORT AND MANAGEMENT  
WITHIN AND OUTSIDE THE CONCESSION AREA



Support with  
Water  
Tanker Trucks



Installation of  
Water  
Points



Household taps for  
safe and free access  
to drinking water.



Payment  
waiver in  
affected areas



Free  
restoration of  
household  
water  
connections



Field offices in  
partnership with  
Quilpué and Viña del  
Mar municipalities.



Women  
Plumbers  
(special edition  
for affected  
women).

# AFTER THE FIRE

## COMMUNITY SUPPORT AND MANAGEMENT WITHIN AND OUTSIDE THE CONCESSION AREA

**3,847**  
AFFECTED  
CUSTOMERS

**1,544**  
METERS  
INSTALLED

**2,262** VISITS  
COMPLETED



INNOVATION AREA 3:  
**Human Resources Development**

**THE COMMITMENT  
OF OUR TEAM**

GREAT PLACE TO WORK

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# IMPROVING THE SERVICE, STARTING WITH THE PEOPLE

MOVING TOWARDS A GREAT PLACE TO WORK

## 2013: A Traditional Utility Model



**50%**

LOW ENGAGEMENT



**48 years**

AVERAGE AGE



**22.6%**

FEMALE WORKFORCE



**14.3%**

FEMALE LEADERSHIP



INFRASTRUCTURE  
CENTERED

OPERATIONAL FOCUS

# IMPROVING THE SERVICE, STARTING WITH THE PEOPLE

MOVING TOWARDS A GREAT PLACE TO WORK



## 2025: A Trasformed Utility



**77%**

HIGH ENGAGEMENT



**43 years**

AVERAGE AGE



**28%**

FEMALE WORKFORCE



**28%**

FEMALE LEADERSHIP



SERVICE  
ORIENTED

MANAGEMENT

# Somos

esVAL AGUASdelvalle  
Comprometidos con la vida

Nuestro Equipo

Nuestros Clientes

Los Mejores Lugares para Trabajar™

Great Place To Work. CHILE 2025

Los Mejores Lugares para Trabajar™ para Mujeres

Great Place To Work. CHILE 2025

Los Mejores Lugares para Trabajar™ Gestión Sostenible

Great Place To Work. CHILE 2025

6<sup>o</sup> LUGAR GPTW

# SOMOS UNA DE LAS MEJORES EMPRESAS PARA TRABAJAR EN CHILE

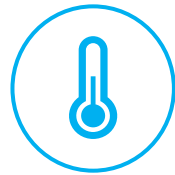
# FUTURE PLAN

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## OUR PRIORITIES FOR THE FUTURE



Customer-centric services



Water resilience under climate change



Contributing to access to drinking water and sanitation in rural areas



Enabling sustainable urban growth



Smart, digital and efficient operations



Retaining talent and fostering a diverse and inclusive organization

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