

# Annex 1

## REPORT ON THE PERFORMANCE OF THE FIRST YEAR

### OF THE ENVIRONMENTAL PROTECTION PLAN

FOR THE ROME AIRPORTS FIUMICINO AND CIAMPINO





# **INTRODUCTION**

ADR has always been committed to supply quality services in observance of the environment, aware of the need to combine an increase in value and economic growth with protection of the environmental heritage. With a view to continuously improve and reduce our impacts on the environment and on the surrounding communities, the ADR Group is investing more and more (in terms of economic and other resources) to switch over from a purely regulatory compliance approach to pro-active management of environmental problems.

With the final balance of the first year, the second sub-period of the Quality and Environmental Protection Plan regulated by the Planning Agreement is getting under way. The performance of the environmental indicators regarding the Fiumicino and Ciampino airports for the period July 2017 - June 2018 shows positive results that lead to a final balance that on the whole is fully above the set goals.

This is essentially due to the company's undertaking as it has always set objectives internally that are more challenging relative to the targets. In addition, ADR has been committed to issues indicators provided in the Economic Regulatory Agreement (ERA) that are not explicitly considered bearing in mind the priorities of the stakeholders and the results arising from the Environmental Analysis.

A few examples of the company's proactive stance are the drawing up of the sustainability report, the commitment to not increase consumption of airport land (despite the building of new infrastructure), the adoption of eco-sustainable design and construction standards (LEED protocol) and the application of a systemic and methodical environmental management system.

In detail, the Sustainability Report is the document in which the goals reached are reported and the main measures taken for ongoing improvement are explained. The document was drawn up based on the most advanced reporting systems (GRI 4) and is available online as evidence of transparency in reporting to stakeholders.



Another aspect that lies outside the Planning Agreement, but is however a priority for ADR, is controlling land consumption. Minimizing land occupancy for the Fiumicino Leonardo da Vinci airport is a strategic objective. Today the airport covers an area of approximately 1,580 hectares, meaning that its area is one of the lowest in Europe. All infrastructural works that affected the quality performance offered to passengers and that led to the attainment of important recognitions at world level (like the *"World's Most Improved Airport 2018"* or the *"Best Airport Award 2018"* won on June 21) took place while building the airport on top of itself, without using 1 square meter more of land. This supremacy of ratio between runways, land and passengers will also be retained with the building of the future runway. The ratio between land used and passengers served is extremely virtuous, and is definitely lower than the average of the other EU hubs.

Apart from demonstrating special attention to the airport's "vertical" development process, the company's profile seems to become more and more eco-sustainable over time in managing new projects and infrastructures. Although this is not one of the goals of the Planning Agreement, the airport design and construction concepts are evolving in an increasingly "greener" direction, taking on a position of overriding importance.

Starting from 2016, ADR decided to take up the path to get LEED (Leader in Energy and Environmental Design), Gold level, certification as proof of the centricity of the eco-sustainable design and construction concept. The LEED protocol is an international standard that ensures that the new infrastructures observe the most advanced and strictest environmental criteria in the world. The company's decision to submit the new projects to assessment to get this certification entails a number of virtuous environmental requirements, including, for example, recovery of almost all waste produced by demolition and their resulting re-introduction in the production/construction process. Furthermore, in a perspective of assuming a responsible design, the new infrastructures are built preferentially using material coming from recycling processes, in this way reducing consumption of raw material and the impacts made by the extraction and machining processes. Another requirement set out by the protocol is to encourage the use of material procured from local (regional) resources, consequently reducing the impacts on the environment caused by transportation. The most advanced environmental protocols in the world for LEED-certified facilities are adopted for energy consumption as well.



Those listed above are only a few of the requirements imposed by the certification, and they contribute to making the phases of designing and building new infrastructure more sustainable and responsible for the "environment system" in which these latter fall.

ADR's decision to adopt this LEED protocol was taken in 2016 with the building of General aviation at the Ciampino airport, to then continue with the design and start-up of the building of the new Fiumicino Departure Area A (that will be completed within 2020) and the Fiumicino Business City, whose project was published on the ADR website to confirm its utmost transparency with stakeholders.

More specifically, the Business City is a project conceived in observance of the environment since the design phase and is oriented toward attaining the highest energy efficiency performance. The project will be completed in several phases between 2022 and 2024, through the recovery and development of urbanized areas that will be upgraded, freeing up over 1,000 m2 of new green areas compared to the present-day configuration. Approximately 91,000 square meters of usable surface area will be attained in observance of the most advanced international sustainability parameters, which will permit substantial savings in water, electricity and CO2 emissions, in this way contributing to the well-being of people and fostering a high level of energy savings.

The attention dedicated to new projects and to the development of the airport infrastructure is not the only example that provides proof of the company's sensitivity to sustainability and environment. Significant progress during the past year was in fact made within the <u>Environmental Management System</u>, whose certification was renewed according to the most advanced ISO 14001:2015 standards already in 2017, providing additional proof of ADR's proactive approach to evolution of the regulatory scene. In addition to this, the internal management system was also entirely reviewed to ensure a "systemic" approach to the environmental themes, aimed at "regulating" and controlling the conduct of all figures working inside the Rome airports. To this regard, something else new is the establishment of a new contractual document, the "Environmental Document", a tool that requires that companies operating inside the airport areas, both at Fiumicino and Ciampino, to previously define their methods of managing potential environmental impacts arising from their activities. This documentation, which has become binding for contracting purposes, is assessed by the Responsible Technical Body following an appropriate analysis which requires supplements



or amendments, if necessary, or in the event of incompatibility, rejects it. Lastly, in continuing the commitment ADR has already demonstrated on the subject of "environmental checks", on-site verification activities were systematized and increased in order to assess proper application of the standards and environmental best practices.

The objective of all the measures of the Environmental Document listed above, of the operational checks and of the entire management system is to increasingly ensure that everyone working at the airport conduct themselves with the environment properly and to turn the values of sustainability and respect for the environment into guiding principles for anyone who works inside the Rome airports.

However, the company's commitment does is not completed with the above-listed activities. Indeed, ADR's desire to continuously grow and improve in different environmental areas (energy savings, water savings, reducing emissions into the atmosphere, including environmental clauses in contracts, increasing the percentage of separated waste) is the company's major goal, and is formalized every year by drawing up the final balance of the goals set out in the Planning Agreement.

On this subject, the results achieved for the first year are provided hereunder in the respective paragraphs.

### ENERGY SAVING

A decreasing energy consumption trend has been recorded at the Fiumicino airport in the last few years due to significant action taken to improve energy efficiency, implemented on an on-going basis over the years. At this time the activity to replace the lighting units with LED technology in the terminals and on the outside road system is under completion and replacement of the lighthouse towers airside has commenced. Interventions to replace refrigeration units and absorbers with high efficiency units are also continuing. Innovative FDD software that predicts malfunctioning of the air conditioning systems with AI logics, based on which hundreds of reports were generated, has made an important contribution to energy efficiency.

With a view to make its business increasingly sustainable, ADR installed several photovoltaic systems and a 10 kW mini 32 m tall wind turbine that generates about 2000 kWh per month.



The KWh/(passenger\*m2) indicator decreased over the last 6 months by 33.3%, as can be verified on the chart below. It was possible to attain this result thanks to the efficiency measures above and the highly efficient energy profile of the newly built buildings; the new, recently built departure area E, for example, stands out on the global scene owing to its extraordinary energy efficiency and its moderate consumption, in line with the best international standards.



As concerns the Ciampino airport, energy efficiency activities continued in the departures area and the external areas by replacing the conventional light bulbs with new technology, high-efficiency LED technology installing inverters in the air-conditioning system on the air treatment units and implementing the so-called free-cooling system that, by using outside air, reduces energy consumption of the air-conditioning system. A system was also installed to monitor air-conditioning and heating at the airport in order to allow for its automated management.

Something new and important that inevitably conditioned the energy consumption of the Rome Ciampino airport was the gradual commissioning of the new General Aviation started up (starting from the common areas of the ground floor) in January 2017 and continued in 2018 (January) with the appointment of additional handler rooms. The bringing onto stream of the new facility inevitably influenced the airport's energy requirement, involving greater electricity consumption as a whole. Despite the new facility came into



operation, the performance of the KWh/passenger\*m2 indicator in the last six years is in any case going down and this demonstrates a 32.7% decrease, as can be seen in the chart below.



### **REDUCTION OF EMISSIONS**

The management and development of a vehicle fleet that is increasingly respectful of the environment has been the cornerstone of the development of the ADR company fleet for several years, especially of the portion earmarked for personnel mobility and representation services.

In order to cut pollutant emissions, ADR started an optimization process to both reduce the number of fleet vehicles and structure the fleet in micro "POOLs". At the same time, low  $CO_2$  emission vehicles and totally electric vehicles were introduced, in this way inaugurating the start-up of the "green" path.

In detail, during the first year of the Planning Agreement the vehicle fleet was further reduced by 9 gasolinepowered cars, and two representation cars - historically large diesel models - were replaced with two BMW 530e hybrid cars (October 2017). Furthermore, with regard to the situation present in the base year (2015), i.e. the year taken as reference for the Planning Agreement indicators, 13 Toyota Yaris hybrid cars were introduced to the ADR vehicle fleet to replace the same number of gasoline-powered cars, which is further proof of the company's line to increase investments aimed at improving the eco-sustainable nature of the fleet.



As part of the measures taken to minimize emissions into the atmosphere, ADR is also engaged in neutralizing CO2 emissions by joining the voluntary certification system Airport Carbon Accreditation (ACA) promoted by ACI Europe (Airport Council International). This certification system envisages four increasing accreditation levels depending on the mapping and quantification of the emissions produced and the relevant actions taken to reduce them. Specifically, as early as 2014 the Fiumicino airport obtained the maximum accreditation level, "3+ Neutrality", by compensating the direct emissions with the purchase of "carbon credits" coming from renewable energy production projects, reduction of greenhouse gas emissions and implementation of energy saving lighting systems. In March 2018 the same objective was also met for the Rome Ciampino airport, which moved up from level "3 Optimization" to the maximum obtainable level of ACA accreditation, i.e. level "3+ Neutrality".

## MANAGEMENT AND TREATMENT OF WASTE

The "door to door" separate waste programme continued at the two Rome airports with the goal of developing waste separation to the utmost and to continuously improve company performance.

As far as Ciampino is concerned, the programme was gradually started beginning in March 2018, and it became fully operational in June 2018, sharply improving the percentage of separate waste at the airport. Owing to this investment, about 54% of the waste produced in the passenger transit areas was separated during the period under review. This result is definitely better than the goal set by the planning agreement for the first year (35%).

As regards Fiumicino during the period under review (July 2017 - June 2018), the tariff system for the users served by the "door to door" collection system was reviewed and the weight of the amount tied to the delivery method was increased in order to encourage them to separate their waste to a larger extent. A methodology to monitor how much the above-mentioned users deliver waste has been implemented: it is oriented at checking that the separation requirements set out by ADR are observed. Again to develop the virtuous ethos of separation, meetings were held with the major airport operators of the "food" area to discuss measures to put in place. Among other things in this area, it was decided that ADR would activate a system to monitor separation levels attained. By measuring the data at the level of the single point of sale, it is hoped that a positive sense of competition for the good of ongoing improvement is stimulated.



Furthermore, on 1 July 2017 the new waste collection agreement was started with an operator specialised in managing waste recycling and collection areas, transportation and disposal of waste produced at the Fiumicino airport.

### REDUCTION OF CONSUMPTION OF DRINKING WATER

ADR has always significantly invested to optimize drinking water consumption by modernizing the distribution network, upgrading significant parts of it, and ensuring the use of drinking water only for those uses for which it is specifically necessary, to then switch to the use of industrial water in all the other cases. To confirm the ADR engagement in previous years, measures aimed at water saving continued with the aim to further develop and optimize the methods of using the drinking water resource. In the case in point, the recent works aimed at optimizing consumption were:

- The installation of local pressurization units equipped with inverters, able to guarantee adjustment of the supplied pressure (and, as a result, the flow rate);
- The installation of flow rate and pressure meters in certain strategic points of the airport distribution network. During the month of May 2018, ADR installed 8 continuous flow rate/pressure meters near the same number of ACEA volumetric meters (located on the main drinking water distribution network ring). These devices connected to the airport remote control platform do not only control that the water is provided by ACEA in real time (and a total value measured of the total airport water supply), but they also monitor and manage the pressure and the flow rate parameters.

### VERIFICATION OF ENVIRONMENTAL CLAUSES INCLUDED IN CONTRACTS

In compliance with what was established in the Planning Agreement and in observance of the legal requirements, a number of monitoring activities to manage third parties operating at the airport was started in order to ensure that they conduct themselves consistent with the ADR environmental policies.



As regards contract management, specific environmental clauses were included in the specifications of the agreement, and it was deemed advisable to include their correct implementation as one of the improvement goals for both the airports.

More specifically, indicators no. 6 and no. 11 of the Quality and Environment Plan presented to ENAC for the period 2017-2021 set consolidating implementation of the environmental clauses contained in the contracts entered into with third-party companies as an objective. Therefore, the goal is to operationally verify proper application of the content of the environmental requirements governed by the specifications in the conduct of the third parties.

The control activity described can be set in a more extensive intervention programme started up by ADR on the supply chain concerning sustainability topics. This verification applies to a percentage of Class A suppliers, i.e. suppliers representing up to 80% in value of the total transacted amount, net the intragroup and leaving out orders that are not affected by environmental requirements (e.g. simple supplies) and orders whose activity ended before the control period.

The activities of monitoring involved the various environmental matrices, such as waste management, emissions into the atmosphere, water drainage and withdrawals, and management of hazardous substances, the correct authorization procedures with the Competent Bodies, the measures taken in order to reduce noise, etc. Waste management emerges from the global analysis of the results as being a particularly sensitive area. Also thanks to the current management and recovery technologies that allow impacts caused by operational activities to be reduced to increasingly lower percentages, this theme can indeed by optimized in a context of ongoing improvement for environmental sustainability.

Lastly, it is important to emphasize that the results of the system of controls are a significant part of the supplier environmental assessment system, the so-called Environmental Vendor Rating. The purpose of this system is to integrate the certification and assessment of companies registered into the Suppliers List, as a tool for assessing performances.



# ENVIRONMENTAL INDICATORS July 2017 - June 2018

		FIUMI	CINO	
		Year 1	Objective	
Reduction of electricity consumption at terminals	Reduction of energy consumption (in kWh) compared to base year	81,920,630	83,650,912	
Electricity generation by installing photovoltaic systems	MWh generated by traditional sources (not renewable) compared to the MWh consumed	99.84%	100%	
Replacement of car- pooling vehicles with low emission vehicles	% of non-low emission vehicles compared to the ADR vehicle fleet	85%	94%	
Separated waste collection of non-hazardous waste	% of separated waste at the passenger transit areas	56%	51%	
Reduction of consumption of drinking water*	% reduction of consumption (in liters) of drinking water per pax compared to the base year	14% 1%		
Verification of environmental clauses included in contracts	% of contracts not verified	81%	90%	

\*refer to the report on drinking water consumption for the indicator final balance methods

		CIAM	PINO
		Year 1	Objective
Reduction of electricity consumption at terminals	Reduction of energy consumption (in kWh) compared to base year	10,750,602	10,627,527
Electricity generation by installing photovoltaic systems	MWh generated by traditional sources (not renewable) compared to the MWh consumed	100%	100%
Replacement of car- pooling vehicles with low emission vehicles	% of non-low emission vehicles compared to the ADR vehicle fleet	80%	90%



Separated waste collection of non-hazardous waste	% of separated waste at the passenger transit areas	54%	35%
Verification of environmental clauses included in contracts	% of contracts not verified	67%	90%





# Leonardo Da Vinci - Fiumicino Airport



**REPORT ON THE DRINKING WATER CONSUMPTION INDICATOR** 

July 2018

13



# Contents

INTRODUCTION AND OBJECTIVES OF THE INTERVENTION	15
CURRENT STATUS	
CURRENT FLOW RATE MEASUREMENT SYSTEMS OF ROME AIRPORTS	
SCHEDULED WORKS	21
PROPOSAL TO REASSESS THE CONSUMPTION RATING	21



#### **INTRODUCTION AND OBJECTIVES OF THE INTERVENTION**

As part of ADR's environmental policy, the theme of correct management of resources, of reducing the environmental imprint and overall sustainability of the managed activities is a strategic priority. In this area, controlling water consumption, and particularly consumption of drinking water, takes on special importance. Fiumicino in particular is distinguished by consumption similar to that of an average city whose population can exceed 250,000 residents.

In order to ensure an optimal management of the resource, a dual network system has been provided to separate the consumption of drinking water from its industrial usage. A biological purification plant for treating airport waste water is in operation at Fiumicino to make purified water can be re-used in industrial applications, such as heating systems and the fire-fighting network. At this airport, the drinking water is instead supplied by a public operator and distributed by ADR throughout the airport area with consumption primarily concentrated in the terminals.

ADR has significantly invested to optimize drinking water consumption by modernizing the distribution network, upgrading significant parts of it, and installing new pressurization units complete with inverters at the major drinking water lift stations.

Starting from the work carried out in previous years, it was agreed when defining the indicators to include in the second regulatory sub-period of the ENAC - ADR Planning Agreement to continue and develop the company's undertaking, further optimizing the methods of using the water resource and in particular ensuring use of the drinking water only for those users for whom it is specifically necessary, instead switching over to the use of industrial water in all the other cases. At the same time, with reference to the parameters set out in Annex A to the ENAC guidelines, ADR decided to take the goal of improvement defined in Group sheet 2.5, concentrating its efforts on reducing the consumption of drinking water and water in the broad sense of the word.

ADR set for itself the goal of reducing the water consumption per passenger figure recorded in 2015 by 5% in the 2017-2021 five-year period, by standardizing the figure with the number of passengers with progressive and linear improvement over the period.



Base year (2015) parameter		<b>OBJEC</b>	ГІ <b>VE (2017-2</b>	021)		
Liters of drinking water per passenger	Unit of measurement	2017	2018	2019	2020	2021
15.57 (*)	Reduction of consumption of drinking water per pax (liters of consumed drinking water/no. passengers) compared to the base year	15.41	15.26	15.10	14.95	14.79

Base year (2015) parameter	OBJECTIV	YE (2017-2021	) in percentag	ge terms vs.	base year	
Liters of drinking water per passenger	Unit of measurement	2017	2018	2019	2020	2021
15.57 (*)	Reduction of consumption of drinking water per pax (liters of consumed drinking water/no. passengers) compared to the base year	1%	2%	3%	4%	5%

(\*) The figure provided for base year 2015 takes into account the shuttering of the airport facilities affected by the fire.

To attain the set goal, a coherent schedule of interventions was defined that very briefly includes the following macro phases:

Code	Description of the works	Execution time table
5.a	Analysis and monitoring of consumption by installing meters distributed on the network	2 years



5	5.b	Optimization of utilization by identifying the uses that can be served by other types of water	5 years
5	5.c	Optimization and upgrade of distribution networks	5 years

In order to pursue the goals set in the ERA, ADR underscores the need to review the method of calculating the shared indicator in order to ensure its strict compliance with the requirements of the ENAC-ADR Planning Agreement.

### **CURRENT STATUS**



Figure 1 – Current layout of the drinking water network

Drinking water is supplied to the airport by "Azienda Comunale dell'Energia e dell'Ambiente" (ACEA), and is stored in special tanks.

The terminal areas and the main airport users are supplied through a DN 300 drinking water distribution ring running inside the underground utility tunnel, connected to the ACEA network with 8 meters having a single cumulative reading contract.



There are also another 18 smaller users directly supplied by ACEA with the same number of meters. A schematization showing the current configuration of the distribution system follows:



### **CURRENT FLOW RATE MEASUREMENT SYSTEMS OF ROME AIRPORTS**

Drinking water consumption has always been measured using the data taken from ACEA meters. Although it has scarce importance from an economic standpoint as it is always lower than the value below (which ADR is required to pay in a fixed amount), the data provided by ACEA have always been the most important reference for assessing the measures taken to reduce consumption.

In light of the change in recorded data, ADR has sent requests for clarification to ACEA starting from 2015, however without receiving any type of response.



To this regard, ADR started to install its own flow rate meters positioned on the major airport utilities in 2015.



Central Cafeteria Drinking Water Station





Cargo City Drinking Water Station



This activity makes it possible to monitor more than 70% of users and ADR is positively certain of the data, so that extremely reliable estimates on the total consumption trend can be processed.

At the same time, initiatives to save water were carried forward. In particular, local pressurization units equipped with inverters, able to guarantee adjustment of the supplied pressure (and, as a result, the flow rate), were installed.

During the month of May 2018, ADR installed 8 new continuous flow rate/pressure meters, connected to the airport remote control platform near the same number of ACEA volumetric meters locating them close to the main ring (marked with a red circle on the previous schematization). In this way there is precise control of the water ACEA supplies in the supply points in real time and a total value measured of the total airport water supply.

#### **SCHEDULED WORKS**

A comprehensive project to optimize the water resource at the airport was illustrated during the ADR Sustainability Committee meeting at the end of 2017. In a medium/long-term perspective, it contemplates not only starting up new measures aimed at reducing drinking water consumption as much as possible, but also to develop works aimed at better managing any extreme events, such as flood rains or extensive drought. More specifically, the program that involves making heavy investments comprises the following activities:

Installation of continuous flow rate/pressure meters connected to the airport remote control platform, to be placed on the main nodes of the distribution network.

These devices will monitor the pressure and flow rate, and will measure a total network water balance, in this way allowing the presence of any abnormal consumption due to concealed leaks or malfunctioning to be checked in real time.

Works to improve the quality of the industrial water to expand its use also to users presently served by drinking water.

Meticulous works to redevelop or replace systems and obsolete network section in such a way as to reduce the risk due to water leaks and to optimize network operation.

#### **PROPOSAL TO REASSESS THE CONSUMPTION RATING**

In light of what has been explained above and considering the technical aspects of the measurement criteria, it has to be noted that the data taken from the reading of the ACEA meters show a trend that seems to



underestimate the real consumption of water, although in a context in which ADR has put forth its maximum efforts to improve it.

The above-said data taken from the readings of the ACEA meters is provided below:

year	ACEA consumption/pax (l/pax)	% change compared to base year
2015	15.57	
2016	13.29	-15%
2017	9.84	-37%

On the other hand, it is noted that the data taken from the network of meters installed by ADR indicate a drinking water consumption trend that confirms a constant considerable improvement, but with a trend deemed more consistent with the measures actually taken and with the dynamics of the passenger traffic recorded.

As described in detail above, ADR has monitored the water consumption trend starting from 2015 by gradually installing flow rate meters at the water stations of all buildings where passengers transit. The selected meters therefore cover all areas where water consumption due to passenger transit can be recorded. As a result, it was possible to measure the consumption of the following infrastructures in the airport area during the past year:

- PG 9B Terminal 3 east
- PG 43 Long-term parking
- PG 46 Terminal 2 and departures pier C
- PG 105 First aid and MU buildings
- PG 107 Terminal 3
- PG 117 ADR Mortei offices
- PG 135 Central cafeteria
- PG 271 Vehicle workshops
- PG 296 EPUA 1 office tower



- PG 307 Ramp construction
- PG 309 Departures pier B (Domestic pier)
- PG 319 Departures pier D (Europe pier)
- PG 327 Satellite
- PG 333 Cargo city
- PG 344 Terminal 1
- PG 359 EPUA 2 office tower
- PG 362 Front building
- PG 364 Departures pier E



ADR meters location plan



### • Consumption was:

Totals calculated by ADR (m3/g)	Number of Passengers	ADR meters on terminals/pax (l/pax)	Cumulated change compared to base year	Period
1,879	41.182.501	16.65		Jul 15 – Jun 16
1,846	41.706.794	16.16	-3%	Jul 16 – Jun 17
1,648	41.869.792	14.37	-14%	Jul 17 – Jun 18

It is noted that the data taken from the network of meters installed by ADR indicate a lowering drinking water consumption trend.

In particular, the data on the first year, July 2017 - June 2018, is calculated by reducing the base value 15.57 l/passenger (original data from ACEA source) by 11%.

A similar calculation is made for the following years.

Base year (2015) parameter	OBJECTIVE (201	.7-2021) IN PI	ERCENTAGI	E TERMS V	S. BASE Y	EAR
Liters of drinking water per passenger	Unit of measurement	2017	2018	2019	2020	2021
15.57 (*)	Reduction of consumption of drinking water per pax (liters of consumed drinking water/no. passengers) compared to the base year	1%	2%	3%	4%	5%

Base year (2015) parameter		FINAL BA	LANCE (201	7-2021)		
Liters of drinking water per passenger	Unit of measurement	2017	2018	2019	2020	2021
15.57 (*)	Reduction of consumption of drinking water per pax (liters of consumed drinking water/no. passengers) compared to the base year	14%	TBC	TBC	TBC	TBC



(\*) original data provided by ACEA impacted by error caused by malfunctioning of meters

 $\%_i:$  percentage of change in water consumption of the i-th year calculated referring to the base year taken from ADR meters