

Hera Group: excellent quality of water service confirmed

The results of the incentive mechanism for the integrated water service for the two-year period 2022-2023, recently published by ARERA, show Hera among the top positions in the Italian ranking for both asset and service quality. Second-largest national operator in this sector, the Group has consistently ranked among the top “quality” positions since 2018, thanks to significant investments made over the years to improve the efficiency and resilience of its infrastructure.

For 2022-2023, the Hera Group is once again among Italy's top companies for the technical quality of its water service, as appears in the ranking recently published by the Regulatory Authority for Energy, Networks and the Environment (ARERA), which recognises the high standards achieved in infrastructure efficiency and service levels and confirms Hera's presence in the top positions for the third consecutive two-year period, that is, since the ranking was established, with the Ferrara area ranking second.

The significant results achieved in the various local areas, from Emilia-Romagna to the Triveneto and Marche regions, confirm the Hera Group as one of the country's most virtuous operators and reward the improvement projects and the investments made over the years in the integrated water service: over 1 billion euros in the past five years, with a further acceleration planned in the coming years. In fact, 1.5 billion are the allocated resources for the five-year period 2024-2028, primarily aimed at increasing the efficiency and resilience of networks and plants, to cope with the increasingly frequent and intense extreme weather phenomena.

One of the multi-utility's key strengths is its ability to combine the typical levers of a large industrial operator, such as significant investment and the use of innovative technologies, with strong local roots and ongoing dialogue with local institutions, which have distinguished the Hera Group since its inception. The stated goal is to foster the development of territories that are increasingly liveable for citizens, more competitive for businesses, and more resilient to meet the challenges of climate change.

26 total technical quality awards earned by the Hera Group

ARERA, based on the evaluations carried out, gave the Hera Group 26 overall awards for the technical quality results achieved, a particularly significant achievement because it covers all of the managed territorial areas in 4 Italian regions. Highly significant results were achieved with regard to reducing water losses in Bologna, Ferrara and Ravenna, while the Modena area and the Triveneto area were also awarded for the quality of purified water, with particular reference to the city of Trieste. The Group company AcegasApsAmga has received a double award for the parameter measuring performance in urban wastewater treatment: one for achieving the targets set for the 2022–2023 period, and a second, even more significant, for recording the highest percentage improvement at the national level compared to the previous two-year period. This recognition highlights the profound transformation of wastewater treatment system in Trieste, thanks to the Servola plant, a milestone of technological innovation, operational sustainability, and environmental vision.

Six indicators to assess the technical quality of the service

For the 2022-2023 two-year period, ARERA used six indicators to evaluate technical quality (i.e. the standards and technical performances that must be met to guarantee a high-quality and efficient service). For each, it identified annual maintenance or improvement objectives: leakage in aqueduct networks, service interruptions, drinking water quality, efficiency of the sewerage service, disposal of sewage sludge, and the quality of purified wastewater. The objective is to guarantee an efficient service, adequately meeting the needs of human consumption with a minimal environmental impact.



Excellent results in terms of customer service quality

Not only in technical quality but service quality objectives, that monitor the initiation, management and termination of contractual relationships and accessibility to this service, the Hera Group proved its ability to maintain excellent quality levels over time.

In all areas served, ARERA recognised excellent contractual quality results, rewarding the performance in managing relationships with customers. This is a further sign of reliability and strengthens the link between operational efficiency and attention to served areas.