



Association of Dutch water companies

A close-up photograph of a hand holding a clear glass filled with ice cubes. Water is being poured from a chrome faucet into the glass, creating bubbles and splashing. The background is a blurred green plant.

# Drinking water fact sheet 2022

## Introduction

This leaflet gives an overview of core data on the drinking water sector and drinking water companies. Additionally, time series give insight into trends in the sector. The data are from the Vewin benchmark database, Vewin's annual 'Overview of water charges' and the study 'Household drinking water consumption 2021', conducted by Statistics Netherlands for Vewin. The maps on hardness of drinking water, drinking water abstraction locations, groundwater protection areas and surface water resources were compiled by KWR Watercycle Research Institute.



## General indicators per supply area <sup>1)</sup>

|                        | Inhabitants<br>x 1,000 | Surface<br>km <sup>2</sup> | Employees <sup>2)</sup><br>FTE | Network<br>km  |
|------------------------|------------------------|----------------------------|--------------------------------|----------------|
| Brabant Water          | 2,545                  | 5,016                      | 663                            | 18,359         |
| Dunea                  | 1,349                  | 606                        | 533                            | 4,999          |
| Evides Waterbedrijf    | 2,060                  | 3,500                      | 587                            | 12,469         |
| Oasen                  | 797                    | 1,115                      | 247                            | 4,266          |
| PWN                    | 1,757                  | 2,465                      | 568                            | 10,177         |
| Vitens                 | 5,829                  | 15,147                     | 1,365                          | 48,005         |
| Waternet               | 1,060                  | 350                        | 563 <sup>3)</sup>              | 3,202          |
| Waterbedrijf Groningen | 603                    | 2,403                      | 215                            | 5,683          |
| WMD Drinkwater         | 440                    | 2,468                      | 191                            | 5,273          |
| WML                    | 1,118                  | 2,209                      | 383                            | 8,783          |
| <b>The Netherlands</b> | <b>17,559</b>          | <b>35,279</b>              | <b>5,315</b>                   | <b>121,216</b> |

<sup>1)</sup> By December 31, 2021

<sup>2)</sup> Full-time equivalents own pay-roll

<sup>3)</sup> FTEs working for water supply only

## Sector fundamentals

|   | 2005  | 2015  | 2020  | 2021             |
|---|-------|-------|-------|------------------|
| Number of companies                         | 16    | 10    | 10    | 10               |
| Employees (FTE)                             | 4,991 | 4,945 | 5,097 | 5,315            |
| Investments (million €)                     | 459   | 468   | 643   | 660              |
| Taxes on drinking water (million €)         | 370   | 414   | 521   | 513              |
| Production (million m <sup>3</sup> )        | 1,137 | 1,136 | 1,225 | 1,184            |
| Network length (x 1,000 km)                 | 113   | 119   | 120   | 121              |
| Connections (x 1,000)                       | 7,349 | 7,964 | 8,429 | 8,542            |
| Non-revenue water (million m <sup>3</sup> ) | 54    | 65    | 83    | 67 <sup>1)</sup> |

<sup>1)</sup> Provisional figure

## Drinking water per supply area 2021

|                        | Connections <sup>1)</sup><br>x 1,000 | Production<br>million m <sup>3</sup> | Sales <sup>2)</sup><br>million m <sup>3</sup> | Turnover <sup>2)</sup><br>million € |
|------------------------|--------------------------------------|--------------------------------------|---|-------------------------------------|
| Brabant Water          | 1,258                                | 191                                  | 178   | 167                                 |
| Dunea                  | 654                                  | 80                                   | 75  | 133                                 |
| Evides Waterbedrijf    | 1,113                                | 168                                  | 158   | 213                                 |
| Oasen                  | 366                                  | 43                                   | 48  | 73                                  |
| PWN                    | 831                                  | 94                                   | 104   | 177                                 |
| Vitens                 | 2,706                                | 369                                  | 352   | 359                                 |
| Waternet               | 548                                  | 90                                   | 67  | 94                                  |
| Waterbedrijf Groningen | 296                                  | 44                                   | 46  | 49                                  |
| WMD Drinkwater         | 208                                  | 35                                   | 29  | 36                                  |
| WML                    | 563                                  | 68                                   | 68  | 105                                 |
| <b>The Netherlands</b> | <b>8,542</b>                         | <b>1,184</b>                         | <b>1,125</b>                                  | <b>1,406</b>                        |

<sup>1)</sup> Number of connected properties by December 31, 2021

<sup>2)</sup> Of drinking water supplied in own supply area

## Sector development of water sales and price <sup>1)</sup>

|  | 2005  | 2015  | 2020  | 2021  |
|--|-------|-------|-------|-------|
| Sales (million m <sup>3</sup> )                          | 1,087 | 1,081 | 1,159 | 1,125 |
| Turnover (million €)                                     | 1,446 | 1,356 | 1,396 | 1,406 |
| Average price (€/m <sup>3</sup> ) <sup>2)</sup>          | 1.52  | 1.61  | 1.62  | 1.67  |
| • Costs water company                                    | 1.18  | 1.23  | 1.17  | 1.21  |
| • Groundwater levies + distribution reimbursements       | 0.15  | 0.03  | 0.04  | 0.04  |
| • Tap Water Tax + VAT                                    | 0.19  | 0.35  | 0.41  | 0.42  |
| Real price, 2021 = 100 (€/m <sup>3</sup> ) <sup>3)</sup> | 1.98  | 1.78  | 1.66  | 1.67  |

<sup>1)</sup> Of drinking water supplied in own supply area

<sup>2)</sup> Over-all price (households and business users)

<sup>3)</sup> Average price adjusted for inflation

## Residential drinking water rate per company <sup>1)</sup>

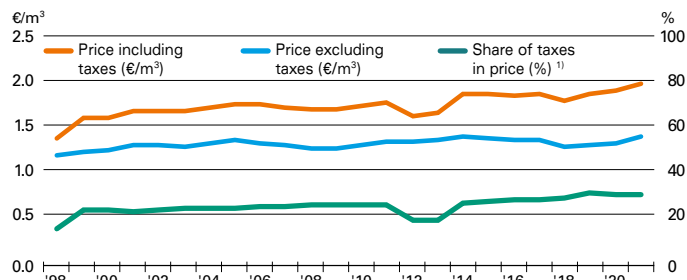
|                                      | 2021                                    | 2022                      |                                     | Difference                              |                             |
|--------------------------------------|---|---------------------------|-------------------------------------|---|-----------------------------|
|                                      | Total <sup>2)</sup><br>€/m <sup>3</sup> | Standing charge<br>€/year | Volumetric rate<br>€/m <sup>3</sup> | Total <sup>2)</sup><br>€/m <sup>3</sup> | Total 2022<br>vs. 2021<br>% |
| Brabant Water                        | 1.16                                    | 69.84                     | 0.48                                | 1.18                                    | 1.7%                        |
| Dunea                                | 1.60                                    | 64.42                     | 1.07                                | 1.71                                    | 6.9%                        |
| Evides Waterbedrijf                  | 1.57                                    | 71.07                     | 0.86                                | 1.57                                    | 0.5%                        |
| Oasen                                | 1.48                                    | 75.00                     | 0.75                                | 1.50                                    | 1.6%                        |
| PWN                                  | 1.76                                    | 56.78                     | 1.23                                | 1.80                                    | 2.2%                        |
| Vitens                               | 1.06                                    | 44.00                     | 0.66                                | 1.10                                    | 3.8%                        |
| Waternet                             | 1.59                                    | 82.82                     | 0.87                                | 1.70                                    | 6.5%                        |
| Waterbedrijf Groningen               | 1.19                                    | 56.06                     | 0.72                                | 1.28                                    | 7.5%                        |
| WMD Drinkwater                       | 1.33                                    | 70.68                     | 0.72                                | 1.43                                    | 7.3%                        |
| WML                                  | 1.65                                    | 88.11                     | 0.80                                | 1.68                                    | 1.8%                        |
| <b>The Netherlands <sup>3)</sup></b> | <b>1.35</b>                             | <b>61.43</b>              | <b>0.77</b>                         | <b>1.39</b>                             | <b>3.3%</b>                 |

<sup>1)</sup> Based on the company tariff arrangement for metered houses; excl. distribution reimbursements (2021); excl. Tap Water Tax and VAT. As of 2022, distribution reimbursements are no longer levied

<sup>2)</sup> Total rate calculated for a family using 100 m<sup>3</sup> of drinking water per year (standing charge/100m<sup>3</sup> + volumetric rate)

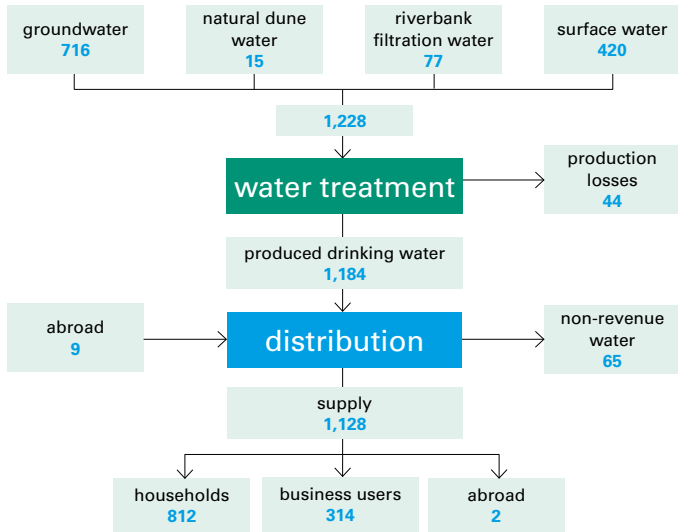
<sup>3)</sup> Weighted average according to inhabitants per area

## Development residential drinking water price

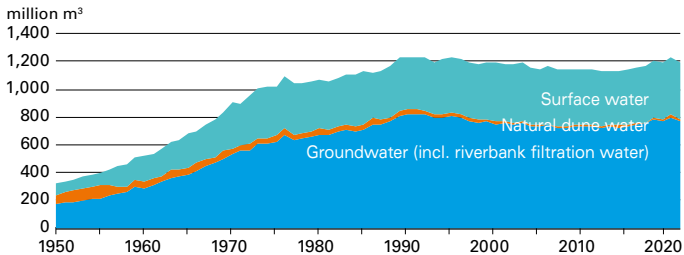


<sup>1)</sup> National groundwater tax (until 2012), provincial groundwater levies, distribution reimbursements, Tap Water Tax and VAT

## Drinking water balance 2021, in million m<sup>3</sup>

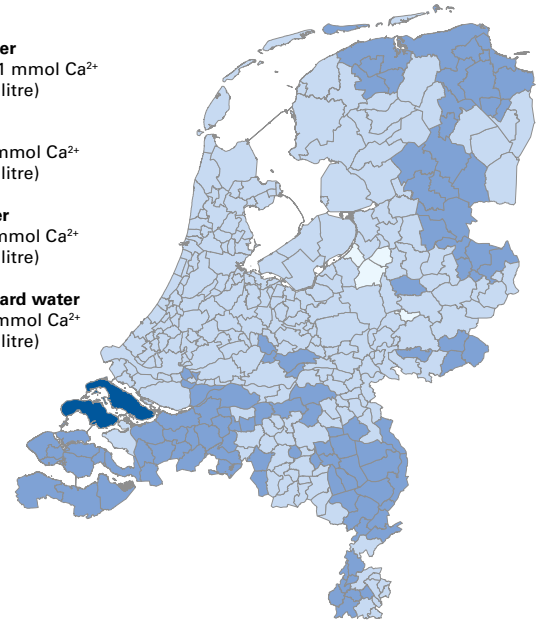


## Drinking water production by source

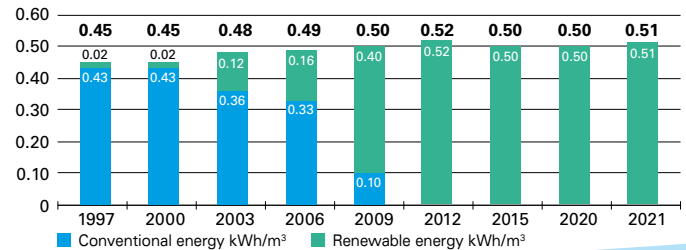


## Hardness of drinking water

- **Very soft water**  
(maximal 0.71 mmol Ca<sup>2+</sup> and Mg<sup>2+</sup> per litre)
- **Soft water**  
(>0.71 - 1.43 mmol Ca<sup>2+</sup> and Mg<sup>2+</sup> per litre)
- **Average water**  
(>1.43 - 2.14 mmol Ca<sup>2+</sup> and Mg<sup>2+</sup> per litre)
- **Moderately hard water**  
(>2.14 - 2.39 mmol Ca<sup>2+</sup> and Mg<sup>2+</sup> per litre)



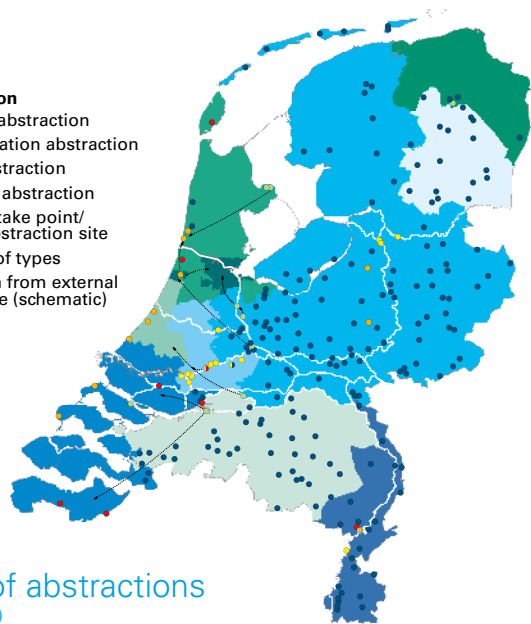
## Energy used for production and distribution



## Drinking water abstraction locations

### Type of abstraction

- Groundwater abstraction
- Riverbank filtration abstraction
- Infiltration abstraction
- Surface water abstraction
- Emergency intake point/  
Emergency abstraction site
- ⊕ Combination of types
- Transportation from external  
abstraction site (schematic)



## Number of abstractions per type <sup>1)</sup>

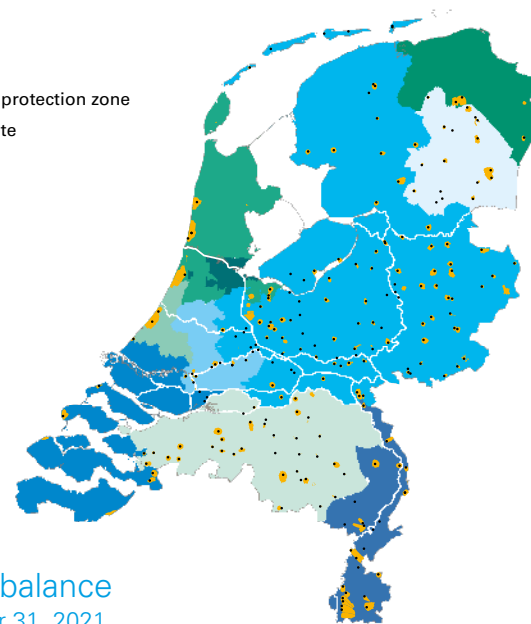
|                                       |            |
|---------------------------------------|------------|
| Groundwater abstraction site          | 192        |
| Riverbank filtration abstraction site | 14         |
| Infiltration abstraction site         | 11         |
| Surface water abstraction site        | 10         |
| <b>Total</b>                          | <b>227</b> |

<sup>1)</sup> Excluding emergency abstractions. Mixed abstractions (e.g. a combination of surface water abstraction and riverbank filtration abstraction) are included in both categories.

## Groundwater protection zones

### Groundwater protection zone

- Abstraction site



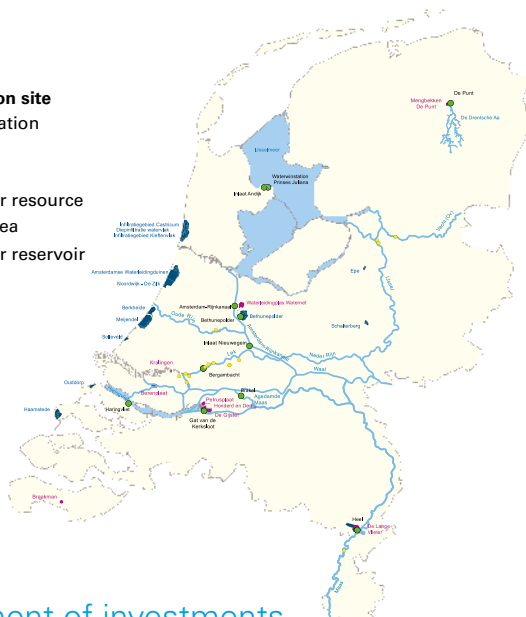
## Financial balance by December 31, 2021

| Assets                      | million €    | Liabilities                 | million €    |
|-----------------------------|--------------|-----------------------------|--------------|
| Tangible fixed assets       | 6,943        | Share capital               | 36           |
| Intangible fixed assets     | 104          | Reserves                    | 2,763        |
| Financial fixed assets      | 310          | Contributions third parties | 449          |
| Stocks                      | 18           | Provisions                  | 240          |
| Account receivables/debtors | 380          | Long-term loan capital      | 3,388        |
| Liquid assets/cash          | 30           | Short-term loan capital     | 909          |
| <b>Total</b>                | <b>7,785</b> | <b>Total</b>                | <b>7,785</b> |

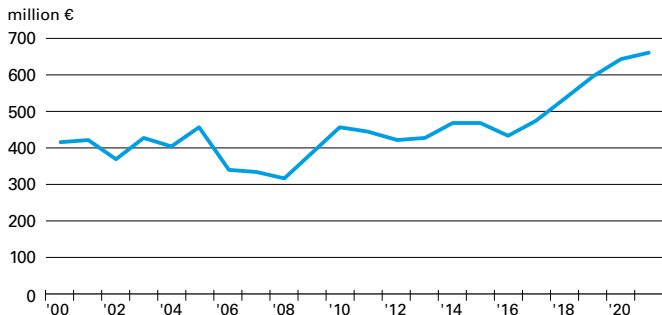
## Surface water resources for drinking water

### Type of abstraction site

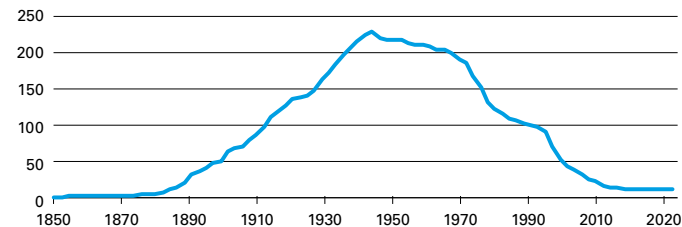
- Riverbank filtration
- Surface water
- ⬇ Surface water resource
- ⬇ Infiltration area
- ⬇ Surface water reservoir



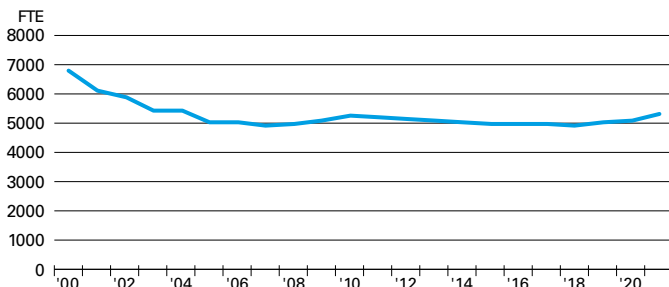
## Development of investments



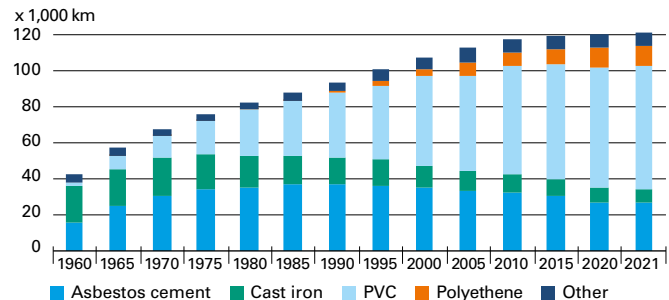
## Development of the number of companies



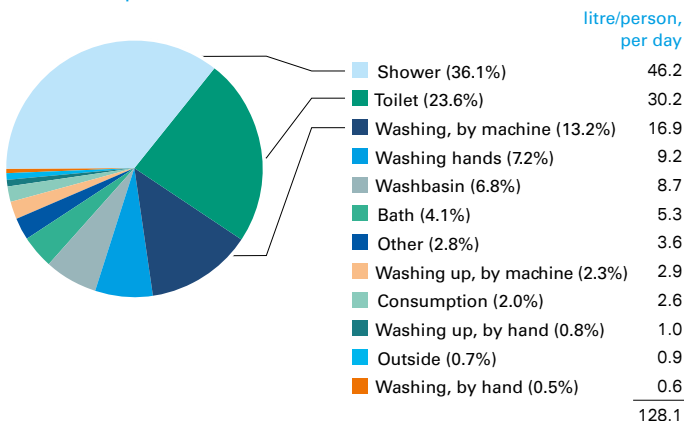
## Development of the number of employees



## Development of the drinking water network



# Breakdown of domestic water consumption 2021



## Customer satisfaction

| Report mark given by customer | 2003 | 2006 | 2009 | 2012 | 2015 | 2019 |
|-------------------------------|------|------|------|------|------|------|
| Service of the water company  | 7.6  | 7.6  | 7.6  | 7.7  | 7.9  | 8.1  |
| Drinking water quality        | 7.7  | 8.0  | 8.3  | 8.4  | 8.5  | 8.7  |



Association of Dutch water companies

Bezuidenhoutseweg 12  
Postbus 90611  
2509 LP Den Haag

(070) 349 08 50  
[www.vewin.nl](http://www.vewin.nl)  
[info@vewin.nl](mailto:info@vewin.nl)