

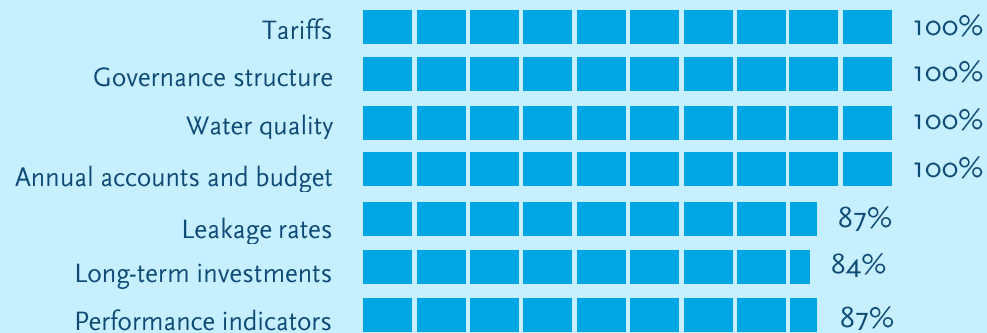
# ACCOUNTABLE PUBLIC WATER SERVICES

Aqua Publica Europea is the European association of public water operators, gathering 65 publicly-owned utilities who provide water and sanitation services to over 70 million people in Europe



## TRANSPARENCY

Aqua Publica Europea members provide information on



Information is available



**ONLINE**  
company website or internet



**OFF LINE**  
reports or paper publications



**UPON REQUEST**

Aqua Publica Europea as an association



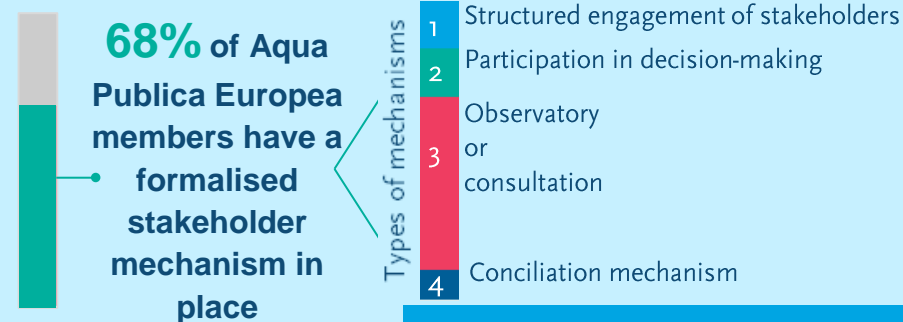
### PROMOTES DIALOGUE AND EXCHANGE

1. Seminar: Information in the Water Sector, Brussels, 2018
2. Working Group meetings on Performance & Communication
3. Member of the OECD's Water Governance Initiative

Information based on internal survey conducted with public water operators members of Aqua Publica Europea in 2017

## PARTICIPATION

Aqua Publica Europea members encourage participative governance



### EXAMPLES IN PRACTICE

- 1 **CAP** Focus groups on priorities
- 2 Strategies drafted with citizens' inputs
- 3 Observatoire parisien de l'eau
- 4 Ombudsmen



Why transparency & participation?

- Stronger governance and better water management
- Respond to citizens' expectations
- Contribute to accountable services