

Envoyé en préfecture le 30/09/2025

Reçu en préfecture le 30/09/2025

Publié le



ID : 971-249710047-20250924-2025_09_67_1-AU

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x 1RP GX SUHVWDWDLUH .\$.58.(5 Đ
x 'DWH GH GpEXW GH FRQWUDW
x 'DWH GH ILQ GH FRQWUDW LQLWLDO
x 'DWH HIIHFWLYH GH ILQ GH FRQWUDW DSUqV DYHQDQW OH FDV
x 1RPEUH G¶DYHQDQWV HW QDWXUH GHV DYHQDQWV H[WHQVL
QRXYHDX[RXYUDJHV
x 1DWXUH H[DFWH GH OD PLVVLRQ GX SUHVWDWDLUH FI DQQH[

(VWLPDWLRQ GH OD SRSXODWLRQ GHVVHUYL

(VW LFL FRQVLGpUpH FRPPH XQ KDELWDQW GHVVHUYL WRXWH SH
GDQV XQH]RQH R• LO H[LVWH j SUR[LPLWp XQH DQWHQQH GX UpV
RX SHXW rWUH UDFFRUGpH
/H VHUYLFH SXEOLF G¶DVVDLQLVVHPHQW FROOHFWLI GHVVHUW BB
&RPPHQWDLUH DEVHQFH GH]RQDJH DSSURXYp OD GRQQpH Q HVW S

1RPEUH G¶DERQQpV

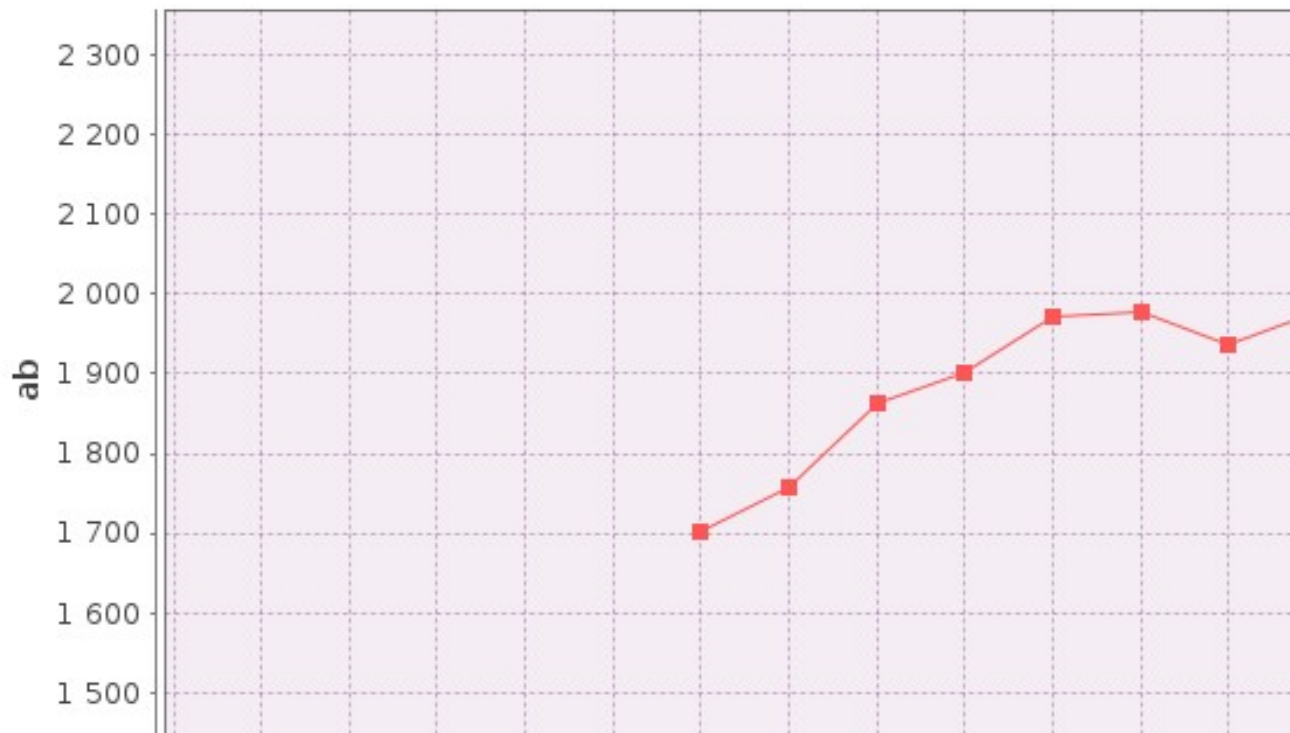
/HV DERQQpV GRPHVWLTXHV HW DVVLPLOpV VRQW FHX[UHGHYDE
G¶RULJLQH GRPHVWLTXH HQ DSSOLFOWLRQ GH O¶DUWLFOH /
/H VHUYLFH SXEOLF G¶DVVDLQLVVHPHQW FROOHFWLI GHVVHUW
&RPPHQWDLUH 1RPEUH G KDELWDQWV GHVVHUYLV FOLHQWV D

/D UpSDUWLWLRQ GHV DERQQpV SDU FRPPXQH HVW OD VXLVDQWH

&RPPXQH	1RPEUH V G DERQQpV	1RPEUH V G DERQQpV GRPHVWL	1RPEUH V G DERQQpV QRQ GRPHVWL DX	1RPEUH V G DERQQpV DX	9DULDWLRQ HQ
&DSHVWHUHH GH 0DULH *DOI					
*UD %R					
6D /RX					
7RWDO					

1RPEUH G DERQQpV SRWHQWLHOV GpWHUPLQp j SDUWLU GX GRFX
&RPPHQWDLUH 'RQQpH QRQ UHQVHLJQpH FDU JRQDJH pWDEOL PD
/D GHQVLWp OLQpDLUH G DERQQpV QRPEUH G DERQQpV SDU NP G
DERQQpV NP DX

/H QRPEUH G KDELWDQWV SDU DERQQp SRSXODWLRQ GHVVHUYLH
DX BBBB KDELWDQWV DERQQp DX



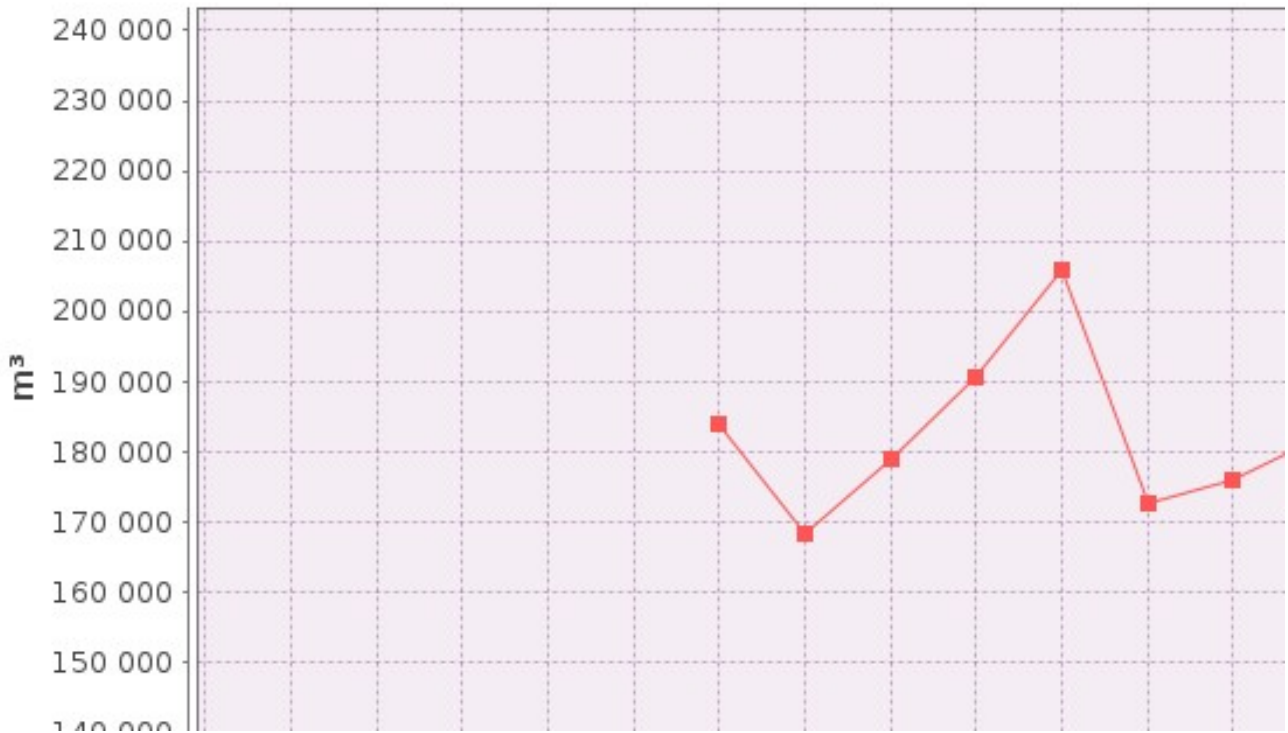
9ROXPHV IDFWXUpV

	9ROXPHV IDFW O H[HUFLFH	9ROXPHV IDFW O H[HUFLFH	9DULDWLRQ HQ
\$ERQQpV Gf			
\$ER'V QRQ GR			
7RWDO GHV YROXPHV IDFWXUpV DX[			

DERQQpV

/HV DERQQpV GRPHVWLTXH HW DVVLPLOpV VRQW PHX[GHGHYDEOHV] O[\$.
GRPHVWLTXH HQ DSSOLFDWLRQ GH O[DUWLFOH / GX &RGH GH O[HQYLURQQ

&RPPHQWDLUH 5\$' SDJH



'pWDLO GHV LPSRUWV HW H[SRUWV G[HIIOXH

9ROXPHV H[SRUWpV Y	9ROXPHV H[SRUWpV O H[HUFLFH	9ROXPHV H[SRUWpV O H[HUFLFH	9DULDWLRQ HQ
7RWDO GHV YROXPHV	H[SRUWpV		
9ROXPHV LPSRUWpV O	9ROXPHV LPSRUWpV O H[HUFLFH	9ROXPHV LPSRUWpV O H[HUFLFH	9DULDWLRQ HQ
7RWDO GHV YROXPHV	LPSRUWpV		

\$XWRULVDWLRQV GH GpYHUVHPHQWV G HIIOX

/H QRPEUH G[DUUrWpV DXWRULVDQW OH GpYHUVHPHQW G[HDX[XY
GX VHUYLFH GH FROOHFWH GHV HDX[XVpHV HQ DSSOLFDWLRQ H
&RGH GH OD VDQWp SXEOLTXH HVW GH DX DX

&RPPHQWDLUH 7DEOHDX ,QGLFDWHXUV GH SHUIRUPDQFH 5\$' SDJH

/LQpDLUH GH UpVHDX[GH
WUDQVIHUW

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 Berger Levrault

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/H UpVHDX_ GH FROOHFWH HW RX WUDQVIHUW GX VHUYLFH SXEOLF
x NP GH UpVHDX XQLWDLUH KRUV EUDQFKHPHQWV
x NP GH UpVHDX VpSDUDWLI G HDX[XVpHV KRUV EUDQF
EUDQFKHPHQWV PO 5\$' SDJH
VRLW XQ OLQpDLUH GH FROOHFWH WRWDO GH NP NP DX

BBBBBBB RXYUDJHV SHUPHWWHQW OD PDvWULVH GHV GpYHUVHPH

7\SH GpT> FI DC	/RFDOI	9ROXPH pYHQW

2XYUDJHV G pSXUDWLRQ GHV HDX[XVPHV

/H VHUYLFH JqUH 6WDWLRQV GH 7UDLWHPHQW GHV (DX[8VpHV 6

67(8 1f 6WDWLRQ G pSXUDWLRQ 9LGRQ
&RGH 6DQGUH GH OD VWDWLRQ

&DUDFWpULVWLTXH V JpQpUDOHV											
)L'UH GH WUDLWH				%LRG							
'DWH GH PLV											
&RPPXQH G¶L				&DSH' G 0DL *DODQWf							
/LIG											
&DSDFLWp QRPLQ											
1RPEUH G¶DERC											
1RPELKDELWDQV											
'pELW GH UpIpUHQFH MR											
3UHVFULSWLRQV GH UHMHW											
6RXPLVH j				☐ \$XWRULVDWLRQ HQ GDWH GX ☐ 'pFODUDWLRQ HQ GDWH GX							
0LOLHX UpFHSV				7\SH GH PLOL 6f 1RP GX PLOLI BB							
3ROOXDQW DXWRULVp				&RQFHOWUDWLRQ DX SRLQW GH UHMHW				5HQGHPHQW			
'%2								☐ HW ☒ RX			
'&2								☐ HW ☒ RX			
0(6								☐ HW ☐ RX			
1*/								☐ HW ☐ RX			
17.								☐ HW ☐ RX			
S+								☐ HW ☐ RX			
1+								☐ HW ☐ RX			
3W								☐ HW ☐ RX			
&KDUJHV UHMHWpHV SDU O¶RXYUDJH											
&RQIR GX UHMHW HQ FRQFHQWUDWLI											
'DWH GX K		&RQFHOWUDWLRQ 2XL 1RQ		P%		'&2		0(€		1*/	
		&RQF5HQG		&RQF5HQG		&RQF5HQG		&RQF5HQG		&RQF5HQG	
		PJ		PJ		PJ		PJ		PJ	

(+ RX (TXLYDOHQW +DELWDQW XQLWp GH PHVXUH GH OD FDSDFLWp G XQH
WKpRULTXH G XQ DERQQp GRPHVWLTXH
HQ WRQQHV GH 0DWLqUH 6qFKH W06

67(8 1f 6WDWLRQ G p
&RGH 6DQGUH GH OD VWDWLRQ

&DUDFWpULVWLTXH V JpQpUDOHV											
)LOLqUH GH WUDL						%LRG					
'DWH GH PLV											
&RPPXQH G¶L						&DSH' G 0DL *DODQW					
/LIG											
&DSIQRPLQDOH 6											
1RPEUH G¶DERC											
1RPEUH G¶KDEL											
'pELW GH UpIpUHQFH MR											
3UHVFULSWLRQV GH UHMHW											
6RXPLVH j						☐ \$XWRULVDWLRQ HQ GDWH GX ☐ 'pFODUDWLRQ HQ GDWH GX					
0LOLHX UpFHSV						7\SH GH PLOL (DX GRXFH 1RP GX PLOLI UD'					
3ROOXDQW DXWRULVpUHMHW			&RQFHOWUDWLRQ DX SRLOW GH HW RX			5HQGHPHQW					
'%2						☐ HW ☒ RX					
'&2						☐ HW ☒ RX					
0(6						☐ HW ☐ RX					
1*/						☐ HW ☐ RX					
17.						☐ HW ☐ RX					
S+						☐ HW ☐ RX					
1+						☐ HW ☐ RX					
3W						☐ HW ☐ RX					
&KDUJHV UHMHWpHV SDU O¶RXYUDJH											
&RQIRGX UHMHW HQ FRQFHQWUDWLI											
'DWH GX K		&RQF5HQG		'&2		0(€		1*/		3	
2XL 1RQ		Pj		Pj		Pj		Pj		Pj	

67(8 1f 6WDWLRQ G pS
&RGH 6DQGUH GH OD V

&DUDFWpULVWLTXH V JpQpUDOHV											
)LOLqUH GH WUDL %RXH DFWLYp											
'DWH GH PLV											
&RPPX(LPSOD *UD %RXUJ											
/LI G											
&DSDFLWp QRPLQ											
1RPEUH G¶DERC											
1RPEUH G¶KDEL											
'pELW GH UpIpUHQFH MR											
3UHVFULSWLRQV GH UHMHW											
6RXPLVH j ☐ \$XWRULVDWLRQ HQ GDWH GX ☐ 'pFODUDWLRQ HQ GDWH GX											
0LOLHX UpFHSV 7\SH GH PLOL (DX GRXFH 1RP GX PFHS UDYLC(F											
3ROOXDQW DXWRU UHMHW &RQFHQWUDWLRQ DX SRQW GH HW RX 5HQGHPHQW											
'%2					☐ HW ☒ RX						
'&2					☐ HW ☒ RX						
0(6					☐ HW ☐ RX						
1*/					☐ HW ☐ RX						
17.					☐ HW ☐ RX						
S+					☐ HW ☐ RX						
1+					☐ HW ☐ RX						
3W					☐ HW ☐ RX						
&KDUJHV UHMHWpHV SDU O¶RXYUDJH											
&RQIR GX UHMHW HQ FRQFHQWUDWLI											
'DWH GX K		&RQFHQWUDWLRQ 2XL 1RQ		'&2		0(6		1*/		3	
		&RQF5HQG PJ		&RQF5HQG PJ		&RQF5HQG PJ		&RQF5HQG PJ		&RQF5HQG PJ	

67(8 1f 6WDWLRQ G p\$XUDWLRO %HJDUG
&RGH 6DQGUH GH OD VWDWLRO

&DUDFWpULVWLTXH V JpQpUDOHV											
)LOLqUH GH WUDL					%LRG						
'DWH GH PLV											
&RPPXQH G¶L					&DSH' G 0DL *DODQWf						
/LI G											
&DSDFLWp QRPLQ											
1RPEUH G¶DERC											
1RPEUH G¶KDEL											
'pELW GH UpIpUHQFH MR											
3UHVFULSWLRQV GH UHMHW											
6RXPLVH j					☐ \$XWRULVDWLRO HQ GDWH GX ☐ 'pFODUDWLRO HQ GDWH GX						
0LOLHX UpFHSV					7ISH GH PLOL (DX GRXFH 1RP GX PLOLI PD						
3ROOXDQW DXWRU UHMH					&RQFHQWUDWLRO DX SRQW GH HW RX			5HQGHPHQW			
'%2					☐ HW ☒ RX						
'&2					☐ HW ☒ RX						
0(6					☐ HW ☐ RX						
1*/					☐ HW ☐ RX						
17.					☐ HW ☐ RX						
S+					☐ HW ☐ RX						
1+					☐ HW ☐ RX						
3W					☐ HW ☐ RX						
&KDUJHV UHMHWpHV SDU O¶RXYUDJH											
&RQIR GX UHMHW HQ FRQFHQWUDWLf											
'DWH GX K		&RQFHQWUDWLRO 2XL 1RO		'&2		0(6		1*/		3	
		&RQF5HQG PJ		&RQF5HQG PJ		&RQF5HQG PJ		&RQF5HQG PJ		&RQF5HQG	

67(8 1f 6WDWLRQ GH)ROOH \$OVH
&RGH 6DQGUH GH OD VWDWLRQ

&DUDFWpULVWLTXH V JpQpUDOHV													
)LOLqUH GH WUDL				%RXH DFWLYpH DpUDWLRQ									
'DWH GH PLV													
&RPPXQH G¶L				*UD %RXUJ									
/LI G													
&DSDFLWp QRPLQ													
1RPEUH G¶DERC													
1RPEUH G¶KDEL													
'pELW (UHQFH MRXUQDOI													
3UHVFULSWLRQV GH UHMHW													
6RXPLVH j				☐ \$XWRULVDWLRQ HQ GDWH GX ☐ 'pFODUDWLRQ HQ GDWH GX									
0LOLHX UpFHSV				7\SH GH PLOL (DX F{ 1RP GX PLOLI EDLH G/RX									
3ROOXDQW DXWRU UHMHW				&RQHODWLRQ DX SRQW GH HW RX				5HQGHPHQW					
'%2				☐ HW ☒ RX									
'&2				☐ HW ☒ RX									
0(6				☐ HW ☒ RX									
1*/				☐ HW ☐ RX									
17.				☐ HW ☐ RX									
S+				☐ HW ☐ RX									
1+				☐ HW ☐ RX									
3W				☐ HW ☐ RX									
&KDUJHV UHMHWpHV SDU O¶RXYUDJH													
&RQIR GX UHMHW HQ FRQFHQWUDWL													
'DWH GX K		&RQHODWLRQ 2XL 1RQ		%2		'&2		0(6		1*/		3	
		&RQHODWLRQ PJ		&RQHODWLRQ PJ		&RQHODWLRQ PJ		&RQHODWLRQ PJ		&RQHODWLRQ PJ		&RQHODWLRQ PJ	

67(8 1f &DSHVWHUUH GH 0
&RGH 6DQGUH GH OD V

&DUDFWpULVWLTXH V JpQpUDOHV													
)LOLqUH GH WUDL					)LOWUHV SOD(								
'DWH GH PLV					1RYHPEU								
&RPPXQH G¶L					&DSH' G 0DL *DODQWf								
/LI G													
&DSDFLWp QRPLQ													
1RPEUH G¶DERC													
1RPEUH G¶KDEL													
'pELW (UHQFH MRXUQDOI													
3UHVFULSWLRQV GH UHMHW													
6RXPLVH j					☐ \$XWRULVDWLRQ HQ GDWH GX ☐ 'pFODUDWLRQ HQ GDWH GX								
0LOLHX UpFHSV					7\SH GH PLOL (DX F{ 1RP GX PLOLI BB								
3ROOXDQW DXWRU UHMH					&RQFHQWUDWLRQ DX SRQW GH HW RX			5HQGHPHQW					
'%2					☐ HW ☒ RX								
'&2					☐ HW ☒ RX								
0(6					☐ HW ☐ RX								
1*/					☐ HW ☐ RX								
17.					☐ HW ☐ RX								
S+					☐ HW ☐ RX								
1+					☐ HW ☐ RX								
3W					☐ HW ☐ RX								
&KDUJHV UHMHWpHV SDU O¶RXYUDJH													
&RQIR GX UHMHW HQ FRQFHQWUDWLI													
'DWH GX K		&RQFHQWUDWLI		2XL 1RQ		'&2		0(6		1*/		3	
				&RQF5HQG PJ		&RQF5HQG PJ		&RQF5HQG PJ		&RQF5HQG PJ		&RQF5HQG PJ	

4XDQWLWpV GH ERXHV LVVXHV GHV RXYUDJH

Quantités de boues produites par les ouvrages d'épuration

% R>SURGXLVMDQYLHU HW	([HUFLFH H	([HUFLFH H	HQ W06
6WDWLRQ G pSXUDWLRQ 9LGRQ &RGH I			
6WDWLRQ G pSXUDWLRQ %RUph &RGH I			
6WDWLRQ G pSXUDWLRQ /HV %DVVHV &RGH I			
6WDWLRQ G pSXUDWLRQ %HJDUG &RGH I			
6WDWLRQ GH)ROOH \$QVH &RGH I			
&DSHVWHUUH GH 0\$ULH *DODQWH 673 GX %RXUJ &RGH I			
7RWDO GHV ERXHV SURGXLVHV			

Quantités de boues évacuées des ouvrages d'épuration

% R>pYDFXpVMDQYLHU HW	([HUFLFH H	([HUFLFH H	HQ W06
6WDWLRQ G pSXUDWLRQ 9LGRQ &RGH I			
6WDWLRQ G pSXUDWLRQ %RUph &RGH I			
6WDWLRQ G pSXUDWLRQ /HV %DVVHV &RGH I			
6WDWLRQ G pSXUDWLRQ %HJDUG &RGH I			
6WDWLRQ GH)ROOH \$QVH &RGH I			
&DSHVWHUUH GH 0\$ULH *DODQWH 673 GX %RXUJ &RGH I			
7RWDO GHV ERXHV pYDFXpHV			

&RPPHQWDLUH 3URGFWLRQ GH ERXHV 5\$' SDJH



7DULILFDWLRQ GH O¶DVVDLQLVVHPHQW VHUYLFH

ORGDOLWpV GH WDULILFDWLRQ

/D IDFWXUH G¶DVVDLQLVVHPHQW FROOHFWLI FRPSRUWH XQH SHXW pJDOHPHQW LQFOXUH XQH SDUW LQGpSHQGdqWH GH O¶

/HV WDULIV DSSOLFDEOHV DX[HW VRQW OHV

	\$X	\$X
)UDLV G¶DFF		
3DUWLFLSDWLRQ SRXU O \$\		
3DUWLFLSDWLRQ DX		

&HWWH SDUWLFLSDWLRQ Fupph SDU O DUWLFOH GH OD ORL GH ILQDQFHV UH O¶DQFLHQQH 3DUWLFLSDWLRQ SRXU OH 5DFFRUGHPHQW DX 5pVHDX G \$VVDLQLVV j O¶(JRXW 35(



7DULIV	\$X		
3DUW GH OD FROOHFWLYLWp			
3DUW¼ +7			
	\$ERQQ†	1	1
3DUW SURS¼ +7			
	3UL[DX Pñ	¼ P	¼ P
\$XWUH		BB ¹	BB ¹
3DUW GX GpOpJDWDLUH			
3DUW¼ +7			
	\$ERQQ†	1	1
3DUW SURS¼ +7			
	3UL[DX Pñ	¼ P	¼ P
7D[HV HW UHGHYDQFHV			
7D[			
	7DX[G†		
5HGHYDQFHV			
	0RGHUQLVDWLRQ GHV UpVH GH O†(DX	¼ P	BBBB ¼ P
	91) U	BB ¼	BB ¼
	\$X\ BBBBE	BB ¼	BB ¼P

&HW DERQQHPHQW HVW FHOXL SULV HQ FRPSWH GDQV OD IDFWXUH Pñ
/†DVVXMHWLVLVPHQW j OD 79\$ HVW YRORQWDLUH SRXU OHV VHUYLFHV HQ Up.

&RPPHQWDLUH FRQFHUQDQW OH PRQWDQW +7 GH OD SDUW IL
VHPHVWUH SDUW IL[H VHFRQG VHPHVWUH ¼ ¼ 5\$' SDJH

&RPPHQWDLUH FRQFHUQDQW OH PRQWDQW +7 GH OD SDUW IL
VHPHVWUH SDUW IL[H VHFRQG VHPHVWUH ¼ ¼ 5\$' SDJH

&RPPHQWDLUH FRQFHUQDQW OH PRQWDQW +7 GH OD SDUW S
H 5\$' SDJH

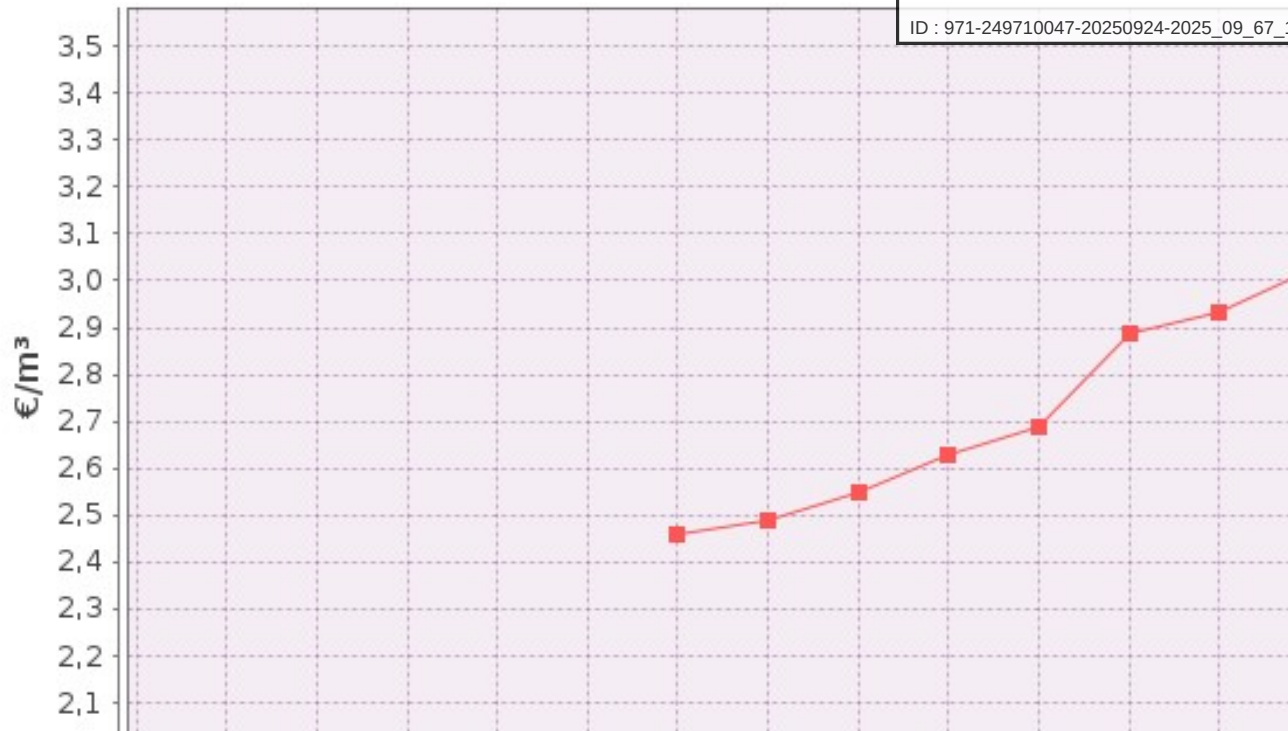
&RPPHQWDLUH FRQFHUQDQW OH WDX[GH 79\$ DSSOLFDEOH V
W\SH 5\$' SDJH

/HV GpOLEpUDWLRQV IL[DQW OHV GLIipUHQWV WDULIV HW SUHVWD
¾ 'pOLEpUDWLRQ GX BB BB BBB HIIHFWLYH j FRPSWHU GX BB BB B
FROOHFWLI
¾ 'pOLEpUDWLRQ GX BB BB BBB HIIHFWLYH j FRPSWHU GX BB BB B
¾ 'pOLEpUDWLRQ GX BB BB BBB HIIHFWLYH j FRPSWHU GX BB BB B
5pVHDX G¶\$VVDLQLVVHPHQW
¾ 'pOLEpUDWLRQ GX BB BB BBB HIIHFWLYH j FRPSWHU GX BB BB B
)
DFWXUH G¶DVVDLQLVVHPHQW W\SH '

/HV WDULIV DSSOLFDEOHV DX HW DX SRXU XQH
O ,16((DQ VRQW

)DFWXUH W\SH	\$X	\$X	9DULDWLRQ HQ
3DUW GH OD FROOHFWLYLWp			
3DUW IL[H DQXHOH			
3DUW SURSRUWLRQQHOH			
0RQWDQW +7 GH ODUDFWXUHV FROOI			
3DUW GX GpOJDWDGpOpJDWLRQ GH VHUYLFH SXEOL			
3DUW IL[H DQXHOH			
3DUW SURSRUWLRQQHOH			
0RQWDQW +7 GH ODUDFWXUHV GpOpJ			
7D[HV HW UHGHDQFHV			
5HGHDQFH GH PRGHUQLVDWL \$JHQFH C		BBBB	BBBB
91) 5HMHW	BBBB	BBBB	BBBB
\$XWUH BBBBBBBBBB	BBBB	BBBB	BBBB
79:			
0RQWDQW GHV WD[HV H'			
7RWDO			
3UL[77& DX P			

\$77(17,21 VL OD SURGXFWLRQ HW RX OH WUDQVSRUW VRQW HIIHFWxpV SDU XQ
GH UDMRXWHU FHV WDULIV GDQV OH WDEOHDX SupFpGHQW



'DQV OH FDV G¶XQ (3&, OH WDULI SRXU FKDTXH FRPPXQH HVW

&RPPXQH	3UL[DX HQ ¼ P	3UL[DX HQ ¼ P
&DSH' G 0DL *DOI		
*UD %R		
6D /RX		

/D IDFWXUDWLRQ HVW HIIHFWXpH DYHF XQH IUpTXHQFH
DQQXHOOH
' VPHVWULHOOH
; WULPHVWULHOOH
' TXDGULPHVWULHOOH

3RXU FKDTXH pOpPHQW GX SUL[D\DQW pYROXp GHSXLV O¶H[HUFL
WUDYDX[UHPERXUVHPHQW GH GHWWHV DXJPHQWDWLRQ GX FR€V
BB
BB
BB
BB

5HFHWWHV GH OD FROOHFWLYLWp

7\SH GH UHFHWWH	([HUFLFH	([HUFLFH	9DULDWLRQ HQ
5HGHYDQFH HDX[XVpHV XVDJH GRPHVWL			
5HGHYDQFH HDX[XVpHV XVDJH QRQ GRP			
5HFHWWH SRXU ERXHV HW HIOXHQWV L			
5pJXODULVDWLRQV			
7RWDO UHFHWWHV GH IDFWXUDWLRQ			
5HFHWWHV GH UDFFRUGHPHQW			
3ULPH GH O \$JHQFH GH O (DX			
&RQWULEXWLRQ DX WLWUH GHV HDX[S			
5HFHWWHV OLpHV DX[WUDYDX[			
&RQWULEXWLRQ H[FHSWLRQQHOOH GX E			UDO
\$XWUHV UHFHWWHV SUPFLVHU			
7RWDO DXWUHV UHFHWWHV			
7RWDO GHV UHFHWWHV			

5HFHWWHV GH O¶H[SORLWDQW VL FRQWUDW GH GpOpJDWLRQ

7\SH GH UHFHWWH	([HUFLFH	([HUFLFH	9DULDWLRQ HQ
5HGHYDQFH HDX[XVpHV XVDJH GRPHVWL			
5HGHYDQFH HDX[XVpHV XVDJH QRQ GRP			
5HFHWWH SRXU ERXHV HW HIOXHQWV LP			
5pJXODULVDWLRQV GHV YHQWHV G HDX			
7RWDO UHFHWWHV GH IDFWXUDWLRQ			
5HFHWWHV OLpHV DX[WUDYDX[			
3URGXLWV DFFHVVRLUHV			
7RWDO DXWUHV UHFHWWHV			
7RWDO GHV UHFHWWHV			

5HFHWWHV7RWDO GHV UHFHWWHV GH YHQWH G¶HDX DX

&RPPHQWDLUH 7RWDO UHFHWWHV ¼ ¼

,QGLFDWHXUV GH SHUTRUPDQFH

7DX[GH GHVVHUWH SDU OH UpVHDX G DVVDL
3

&HW LQGLFDWHXU HVW OH UDWLR HQWUH OH QRPEUH G DERQQpV
G DERQQpV SRWHQWLHOV GpWHUPLQp j SDUWLU GX GRFXPHQW GH

taux de desserte par les réseaux d'eaux usées = $\frac{\text{nombre d'abonnés desservis}}{\text{nombre d'abonnés potentiels}} \times 100$

3RXU O H[HUFLFH OH WDX[GH GHVVHUWH SDU OHV UpVHDX[
BBBB SRXU

,QGLFH GH FRQQDLVVDQFH HW GH JHVWLRQ
3 %

/¶LQGLFH GH FRQQDLVVDQFH HW GH JHVWLRQ SDWULPRQLDOH GHV
PRGLILp SDU O¶DUUrWp GX GpFHPEUH 'H QRXYHOOHV PRGDC
DIILFKpHV j SDUWLU GH O¶H[HUFLFH QH GRLYHQW SDV rWUH FI

/¶REWHQWLRQ GH SRLQWV SRXU OHV SDUWLHV \$ HW % FL GHVV
GHVFULSWLI GpWDLOOp GHV RXYUDJHV GH FROOHFWH HW GH WUD
JpQpUDO GHV FROOHFWLYLWpV WHUULWRULDOHV

/D YDOHXU GH FHW LQGLFH YDULH HQWUH HW RX HW SRX
GLVWULEXWLRQ

/D YDOHXU GH O¶LQGLFH HVW REWHQXH HQ IDLVDQW OD VRPPH GH
GHVVRXV HW DYHF OHV FRQGLWLRQV VXLYDQWHV

/HV SRLQWV G LQYHQWDLUH GHV UpVHDX[SDUWLH % QH V
UpVHDX[SDUWLH \$ VRQW DFTXLV

/HV SRLQWV GHV DXWUHV pOpPHQWV GH FRQQDLVVDQFH HV
FRPSWDELOLVpV TXH VL DX PRLQV GHV SRLQWV GH O HQVHPE
% VRQW DFTXLV



3\$57,(\$ 3/\$1 '(6 5(6(\$8; SR			
93	([LVWHQFH G XQ SODQ GH UpVHDX[PHQWLRQQDQW OD ORFDOL RXYUDJHV DQQH[HV UHOqYHPHQW UHIRXOHPHQW GpYHUVRLUV GTRU SRLQWV G DXWRVXUYHLOODQFH GX UpVHDX[RXL SRLQW &RPPHQWDLUH 7DEOHDX ,QGLFDWHXUV &RQQDLVVDQFH HW JHVWLRQ 5\$' SDJ		
93	([LVWHQFH HW PLVH HQ °XYUH G XQH SURFpGXUH GH PLVH j MF PRLQV FKDTXH DQQpH GX SODQ GHV UpVHDX[SRXU OHV H[WHQVLRQV HW UHQRXYHOOPHQWV GH UpVHDX[HQ O DEVHQFH GH WUDYDX[OD FRQVLGpUpH FRPPH HIIHFWXpH QRQ SRLQW &RPPHQWDLUH 7DEOHDX ,QGLFDWHXUV &RQQDLVVDQFH HW JHVWLRQ 5\$' SDJ		
3\$57,(% ,19(17\$,5('(6 5(6(\$8; SRLQWV TXL QH VRQW GpFRPSWpV TXH VL OD			
93	([LVWHQFH G XQ LQYHQWDLUH GHV UpVHDX[DYHF PHQWLRQ S WURQoRQV UHSUpVHQWpV VXU OH SODQ GX OLQpDLUH GH OD FDWpJH GH OD SUpFLVLRQ GHV LQIRUPDWLRQV FDUWRJUDSKLTXH &RPPHQWDLUH 7DEOHDX ,QGLFDWHXUV &RQQDLVVDQFH HW JHVWLRQ 5\$' SDJ		
93	3URFpGXUH GH PLVH j MRXU GHV SODQV LOWRUDQW OD PLVH O LQYHQWDLUH GHV UpVHDX[j SRLQW VRXV &RPPHQWDLUH 7DEOHDX ,QGLFDWHXUV &RQQDLVVDQFH HW JHVWLRQ 5\$' SDJ		
93	3RXUFHQWDJH GX OLQpDLUH GH UpVHDX SRXU OHTXHO O LQYH UpVHDX[PHQWLRQQH OHV PDWpULD[HW GLDPqWUHV &RPPHQWDLUH 7DEOHDX ,QGLFDWHXUV &RQQDLVVDQFH HW JHVWLRQ 5\$' SDJ		
93	3RXUFHQWDJH GX OLQpDLUH GH UpVHDX SRXU OHTXHO O LQYH UpVHDX[PHQWLRQQH OD GDWH RX OD SpULRGH SRLQW VRXV &RPPHQWDLUH 7DEOHDX ,QGLFDWHXUV &RQQDLVVDQFH HW JHVWLRQ 5\$' SDJ		
3\$57,(& \$875(6 /(0(176 '(&211\$,66\$1&((7 '(*(67,21 '(6 5(6(\$8; SRLQWV TXL CV TXH VL SRLQW DX PRLQV F			
93	3RXUFHQWDJH GX OLQpDLUH GH UpVHDX SRXU OHTXHO OH SOD PHQWLRQQH O DOWLPPWULH j SRLQW VRXV &RPPHQWDLUH 7DEOHDX ,QGLFDWHXUV &RQQDLVVDQFH HW JHVWLRQ 5\$' SDJ		
93	/RFDOLVDWLRQ HW GHVFULSWLRQ GHV RXYUDJHV DQQH[HV UH UHIRXOHPHQW GpYHUVRLUV G RUDJH RXL SRLQW &RPPHQWDLUH 7DEOHDX ,QGLFDWHXUV &RQQDLVVDQFH HW JHVWLRQ 5\$' SDJ		
93	,QYHQWDLUH PLV j MRXU DX PRLQV FKDTXH DQQpH GHV pTXLS pOHFWURPPFDQLTXHV H[LVWDQWV VXU OHV RXYUDJHV GH FROOHFWH HDX[XvpHV HQ O DEVHQFH GH PRGLLFDWLRQV OD SRLQW MRXU HVW FRPPH HIIHFWXpH QRQ SRLQW &RPPHQWDLUH 7DEOHDX ,QGLFDWHXUV &RQQDLVVDQFH HW JHVWLRQ 5\$' SDJ		
93	1RPEUH GH EUDQFKHPHQWV GH FKDTXH WURQoRQ GDQV OH SO O LQYHQWDLUH GHV UpVHDX[RXL SRLQW &RPPHQWDLUH 7DEOHDX ,QGLFDWHXUV &RQQDLVVDQFH HW JHVWLRQ 5\$' SDJ		
93	/RFDOLVDWLRQ GHV LQWHUYHQWLRQV HW WUDYDX[UpDO-LvpV GpVREVWUXFWLRQ UpKDELOLWDWLRQ UHQRXYHOOPHQW SRXU UpVHDX RXL SRLQW &RPPHQWDLUH 7DEOHDX ,QGLFDWHXUV &RQQDLVVDQFH HW JHVWLRQ 5\$' SDJ		

93 ([LVWHQFH HW PLVH HQ °XYUH G XQ G¶LQVSHFWLRQ HW G DXVFXOWDWLRQ GX UFRQWHQDQW OHV GDWHV GHV LQVSHFWLRQV UpVXOWHQW &RPPHQWDLUH 7DEOHDX ,QGLFDWHXUV 5\$' SDJ	SRJUDPPH SOXULDQXHO GH UHQRYHOOPHQW SURJUDPPH GpWDLOOp RXL SROLOW PRLQV DQV &RPPHQWDLUH 7DEOHDX ,QGLFDWHXUV 5\$' SDJ		
727\$/ LQGLFDWHXU 3 %			

/¶LQGLFH GH FRQQDLVVDQFH HW GH JHVWLRQ SDWULPRQLDOH GHV &RPPHQWDLUH ,QGLFH 3 % 5\$' SDJH &RQIRUPLWp GH OD FROOHFWH GHV HIOXHQ

UpVHDX FROOHFWDQW XQH FKDUJH ! (+ &HW LQGLFDWHXU ± GH YDOHXU QRQ FRQIRUPH RX FRQIRU UpVHDX[DERXWLVDQW j XQH PrPH VDWLRQ ± V REWLHQW DXSU 8Q LQGLFH GH FRQIRUPLWp JOREDO SRXU OH VHUYLFH HVW HQVX GH SROOXWLRQ RUJDQLTXH WUDQVLWDQW SDU FKDTXH V\VWqPH

	&KDUJH EUXWH G WUDQVLWDQW SD FROOHFWH HQ NJ O¶H[HUFLFH	&RQIRUPLWp H[RX	&RQIRUPLWp H[HUFL RX
6WDWLRQ G			

3RXU O¶H[HUFLH O LQGLFH JOREDO GH FRQIRUPLWp GH OD F &RPPHQWDLUH 3 5\$' SDJH

&RQIRUPLWp GHV pTXLSHF
XVpHV 3

XQLTXHPHQW SRXU OHV 67(8 G XQH FDSDFLWp ! (+
&HW LQGLFDWHXU ± GH YDOHXU QRR FRQIRUPH RX FRQIRUP
G XQH FDSDFLWp ! (+ ± V REWLHQW DXSUqV GHV VHUYLFHV GH
8Q LQGLFH GH FRQIRUPLWp JOREDO SRXU OH VHUYLFH HVW HQVX
RUJDQLTXH SRXU OH SpULPqWUH G6WDWLRQ GH WUDLWHPHQW

	&KDUJH EUXWH C RUJDQLTXH UH0XH GH WUDLWHPHQW HQ NJ '%2 M H[HUFLFH	&RQIRUPLWp H[RX	&RQIRUPLWp H[HUFL RX
6WDWLRQ G			

3RXU O H[HUFLFH O LQGLFH JOREDO GH FRQIRUPLWp GHV pTX
&RPPHQWDLUH \$ GpIDXW GH OD VDLVLH SDU OD 3ROLFH GH O (D

&RQIRUPLWp GH OD SHUIRUPDQFH GHV RXYU

XQLTXHPHQW SRXU OHV 67(8 G XQH FDSDFLWp ! (+
&HW LQGLFDWHXU ± GH YDOHXU QRR FRQIRUPH RX FRQIRUP
XVpHV XQH FDSDFLWp ! (+ ± V REWLHQW DXSUqV GH OD 3ROLFH
8Q LQGLFH GH FRQIRUPLWp JOREDO SRXU OH VHUYLFH HVW HQVX
RUJDQLTXH SRXU OH SpULPqWUH G6WDWLRQ GH WUDLWHPHQW

	&KDUJH EUXWH C RUJDQLTXH UH0XH GH WUDLWHPHQW HQ NJ '%2 M H[HUFLFH	&RQIRUPLWp H[RX	&RQIRUPLWp H[HUFL RX
6WDWLRQ G			

3RXU O H[HUFLFH O LQGLFH JOREDO GH FRQIRUPLWp GH OD
&RPPHQWDLUH &RQIRUPLWp GH OD SHUIRUPDQFH GHV RXYUDJHV

7DX[GH ERXHV pYDFXpHV
UpJOHPHQWDWLRQ 3

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Berger
Levrault

8QH ILOLqUH G pYDFXDWLRQ GHV ERXHV G pSXUDWLRQ HVW GLWH
x OH WUDQVSRUW GHV ERXHV HVW HIIHFWXp FRQIRUPpPHQW j OD
x OD ILOLqUH GH WUDLWHPHQW HVW DXWRULVpH RX GpFODUpH VH

6WDWLRQ G pSXUDWLRQ 9LGRQ

)LOLqUHV PLVHV HQ RHXYUH		W06
9DORULVDWLRQ DJULFROH	☐ &RQIRUPH	
	☐ 1RQ FRQIRUPH	
&RPSRVWDJH	☐ &RQIRUPH	
	☐ 1RQ FRQIRUPH	
,QFLQpUDWLRQ	☐ &RQIRUPH	
	☐ 1RQ FRQIRUPH	
(YDFXDWLRQ YHUV XQH 67(8	☐ &RQIRUPH	
	☐ 1RQ FRQIRUPH	
\$XWUH	☐ &RQIRUPH	
	☐ 1RQ FRQIRUPH	
		BBBB

/ pYDFXDWLRQ YHUV XQH 67(8 G XQ DXWUH VHUYLFH SHXW rWUH FRQVLGpUpH
ERXHV D GRQQp VRQ DFFRUG FRQYHQWLRQ GH UpFHSWLRQ GHV HIIOXHQWV HW

6WDWLRQ G pSXUDWLRQ %RUpH

)LOLqUHV PLVHV HQ RHXYUH		W06
9DORULVDWLRQ DJULFROH	☐ &RQIRUPH	
	☐ 1RQ FRQIRUPH	
&RPSRVWDJH	☐ &RQIRUPH	
	☐ 1RQ FRQIRUPH	
,QFLQpUDWLRQ	☐ &RQIRUPH	
	☐ 1RQ FRQIRUPH	
(YDFXDWLRQ YHUV XQH 67(8	☐ &RQIRUPH	
	☐ 1RQ FRQIRUPH	
\$XWUH	☐ &RQIRUPH	
	☐ 1RQ FRQIRUPH	
		BBBB



6WDWLRQ G pSXUDWLRQ /HV %DVVHV

)LOLqUHV PLVHV HQ RHXYUH		W06
9DORULVDWLRQ DJULFROH	☐ &RQIRUPH	
	☐ 1RQ FRQIRUPH	
&RPSRVWDJH	☐ &RQIRUPH	
	☐ 1RQ FRQIRUPH	
,QFLQpUDWLRQ	☐ &RQIRUPH	
	☐ 1RQ FRQIRUPH	
(YDFXDWLRQ YHUV XQH 67(8	☐ &RQIRUPH	
	☐ 1RQ FRQIRUPH	
\$XWUH	☐ &RQIRUPH	
	☐ 1RQ FRQIRUPH	

6WDWLRQ G pSXUDWLRQ %p]DUG

)LOLqUHV PLVHV HQ RHXYUH		W06
9DORULVDWLRQ DJULFROH	☐ &RQIRUPH	
	☐ 1RQ FRQIRUPH	
&RPSRVWDJH	☐ &RQIRUPH	
	☐ 1RQ FRQIRUPH	
,QFLQpUDWLRQ	☐ &RQIRUPH	
	☐ 1RQ FRQIRUPH	
(YDFXDWLRQ YHUV XQH 67(8	☐ &RQIRUPH	
	☐ 1RQ FRQIRUPH	
\$XWUH	☐ &RQIRUPH	
	☐ 1RQ FRQIRUPH	
		BBBB

6WDWLRQ GH)ROOH \$QVH

)LOLqUHV PLVHV HQ RHXYUH

W06

9DORULVDWLRQ DJULFROH	☐ &RQIRUPH	
	☐ 1RQ FRQIRUPH	
&RPSRVWDJH	☐ &RQIRUPH	
	☐ 1RQ FRQIRUPH	
,QFLQpUDWLRQ	☐ &RQIRUPH	
	☐ 1RQ FRQIRUPH	
(YDFXDWLRQ YHUV XQH 67(8	☐ &RQIRUPH	
	☐ 1RQ FRQIRUPH	
\$XWUH	☐ &RQIRUPH	
	☐ 1RQ FRQIRUPH	

&DSHVWHUUH GH 0DULH *DODQWH 67(3 GX %RXUJ

)LOLqUHV PLVHV HQ RHXYUH

W06

9DORULVDWLRQ DJULFROH	☐ &RQIRUPH	
	☐ 1RQ FRQIRUPH	
&RPSRVWDJH	☐ &RQIRUPH	
	☐ 1RQ FRQIRUPH	
,QFLQpUDWLRQ	☐ &RQIRUPH	
	☐ 1RQ FRQIRUPH	
(YDFXDWLRQ YHUV XQH 67(8	☐ &RQIRUPH	
	☐ 1RQ FRQIRUPH	
\$XWUH	☐ &RQIRUPH	
	☐ 1RQ FRQIRUPH	

taux de boues évacuées selon les filières conformes à la réglementation = $\frac{\text{TMS admis par une filière conforme}}{\text{TMS total évacué par toutes les filières}} \times 100$

3RXU O H[HUFLFH OH WDX[GH ERXHV pYDFXpHV VHORQ OHV I

&RPPHQWDLUH 3DV GH ILOLqUH FRQIRUPH %RXHV pYDFXpHV YH
5\$' SDJH

7DX[GH GpERUGHPHQW GHV HIOXHQWV GDQ
3

/ LQGLFDWHXU PHVXUH XQ QRPEUH G pYqQHPHQWV D\DW XQ LP
FRQWLQXHU j UMHWHU OHV HIOXHQWV DX UpVHDX SXEOLF HW O
SRXU REMHW GH TXDQWLILHU OHV G\IRQFWLRQQHPHQWV GX VH
LQGLYLGXHO

/H[HUFLFHGHDPDQGHV G LQGHPQLVDWLRQ RQW pWp GpSRVpHV
&RPPHQWDLUH 5\$' SDJH

taux de débordement des effluents pour 1000 hab = $\frac{\text{nombre de demandes d'indemnisation déposées en vue d'un dédommagement}}{\text{nombre d'habitants desservis}} \times 1000$

3RXU O H[HUFLFH OH WDX[GH GpERUGHPHQW GHV HIOXHQWV
3RLQWV QRLUV GX UpVHDX GH FROOHFWH 3

&HW LQGLFDWHXU GRQQH XQ pFODLUDJH VXU O pWDW HW OH ERQ
OH QRPEUH GH SRLQWV VHQVLEOHV QpFHVVWLWDQW GHV LQWHUYH

(VW XQ SRLQW QRLU WRXW SRLQW GX UpVHDX QpFHVVWLWDQW DX
TXHOOH TXH VRLW OD QDWXUH GX SUREOqPH FRQWUH SHQWH U
pFRXOHPHQW HWF HW FHOOH GH O LQWHUYHQWLRQ FXUDJH OD
6RQW j SUHQGUH HQ FRPSWH OHV LQWHUYHQWLRQV VXU OHV SD
QpFHVVWLWpH SDU XQ GpIDXW VLWXp VXU OH UpVHDX SXEOLF ± GD

1RPEUH GH SRLQWV QRLUV SRXU OH[HUFLFH
&RPPHQWDLUH 1RPEUH GH SRLQWV QRLUV 5\$' SDJH

nombre de points noirs ramené à 100 km de réseau = $\frac{\text{nombre de points noirs}}{\text{linéaire du réseau de collecte hors branchements}} \times 100$

3RXU O H[HUFLFH OH QRPEUH GH SRLQWV QRLUV HVW GH



7DX[PR\HQ GH UHQRXYHO

&H WDX[HVW OH TXRWLHQW H[SULPp HQ SRXUFHQWDJH GH OD
ORQJXHXU WRWDOH GX UpVHDX /H OLQpDLUH UHQRXYHOp LQFO
UHQIRUFpHV DLQVL TXH OHV VHFWRQV UpKDELOLWpHV /HV LQWH
ORFDOLVp HQ XQ VHXO SRLQW GX UpVHDX QH VRQW SDV FRPSWDE

([HUFLFH					
7DX[PR\HQ GH UHQRXYHOOH GDVVDLQLVV	PHQW	GHV	UpVHDX[		

\$X FRXUV GHV GHUQLqUHV H[HUFLFHV NP GH OLQpDLUH GH Up
/H WDX[PR\HQ GH UHQRXYHOOH
PHQW GHV UpVHDX[HVW

taux moyen de renouvellement des réseaux = $\frac{L_N + L_{N-1} + L_{N-2} + L_{N-3} + L_{N-4}}{5 \times \text{linéaire du réseau de desserte}} \times 100$

3RXU O H[HUFLFH OH WDX[PR\HQ GH UHQRXYHOOH
PHQW GHV



&RQIRUPLWp GHV SHUIRUPDQFHV GHV pTXLSHPHQWV G pSXUDW
3 VHQRQ OD IRUPXOH VXLYDQWH

XQLTXHPHQW SRXU OHV 67(8 G XQH FDSDFLWp ! (+
&HW LQGLFDWHXU HVW OH SRXUFHQWDJH GH ELODQV UpDOLVpV
FRQIRUPHV VRLW j O DUUrWp SUPiHFWRUOD VRLW DX PDQXHO G
G DEVHQFH G DUUrWp SUPiHFWRUOD HW GH PDQXHO G DXWR VXUY
/HV ELODQV MXJpV XWLOLVDEOHV SRXU pYDOXHU OD FRQIRUPLWp
HVW HQ GHKRUV GHV OLPLWHV GH FDSDFLWp GH WUDLWHPHQW G
VRQW j H[FOXUH

/D FRQIRUPLWp GHV SHUIRUPDQFHV GHV pTXLSHPHQWV G pSXUDW
VHORQ OD IRUPXOH VXLYDQWH

conformité des performances des équipements d'épuration = $\frac{\text{nombre de bilans conformes}}{\text{nombre de bilans réalisés}} \times 100$

3RXU O H[HUFLFH OHV LQGLFDWHXUV GH FKDTXH 67(8 GH FDS

	1RPEUH GH UpDOLVp H[HUFLFH	1RPEUH GH FRQIRUPH H[HUFLFH	3RXUFHQWDJH FRQIRUPH H[HUFLFH	3RXUFHQWDJH GH FRQIRUPHV H[HUFLFH
6DWLRQ GH				

8Q LQGLFH GH FRQIRUPLWp JOREDO SRXU OH VHUYLFH HVW HQV
DUULYDQW VXU OH SpULPqWUH G&DWWLRQGH WUDLWHPHQWGH
3RXU O H[HUFLFH O LQGLFH JOREDO GH FRQIRUPLWp GHV SH
&RPPHQWDLUH 1RPEUH G DQDO\HV UpDOLVpHV WDX[GH FRQIRU



,QGLFH GH FRQQDLVVDQFH GHV UHMHWV DX

/D YDOHXU GH FHW LQGLFH HVW FRPSULVH HQWUH HW DYHF

/ REWHQWLRQ GHV SUHPLHUV SRLQWV VH IDLW SUHPLqU		([HUFLFH	([HUFLFH	X[Lq
	LGHQWLILFDWLRQ VXU SODQ HW YLVLWH GH WH PLOLHX[L	2XL	2XL	YOLV
	pYDOXDWLRQ VXU FDUWH HW VXU XQH EDVH IRU FKDTXH SRL	1RQ	1RQ	SRO
	HQTXrWHV GH WHUUDLQ SRXU VLWXHU OHV GpY PRPHQW HW	1RQ	1RQ	RLQV
	PHVXUHV GH GpELW HW GH SROOXWLRQ VXU OH VXUYHLOODQF	1RQ	1RQ	UrW
/HV SF GHVVRXV SHXYHQW rWUH REWHQXV VL GHV				
	UDSSRUW VXU OD VXUYHLOODQFH GHV UpVHDX[FH TXL HQ	1RQ	1RQ	DRPp
	FRQQDLVVDQFH GH OD TXDOLWp GHV PLOLHX	1R	1R	
3RXU OHV VHFV VHDX[VpSDUDWLIV RX				
	pYDOXDWLRQ GH OD SROOXWLRQ GpYHUVpH SD pPLVVDLUH FRQFHUQpV GHYDQW GUDLQHU DX SDUDPqWUHV REVHUYPV pWDQW D PLQLPD OD s WF	1RQ	1RQ	SOXY JULV QLTX
3RXU OHV VHFVHXUV pTXLSpv				
	OLVH HQ SODFH G XQ VXLYL GH OD SOXYLRPpW GHV UHMHWV GHV SULC	1RQ	1RQ	YLTX

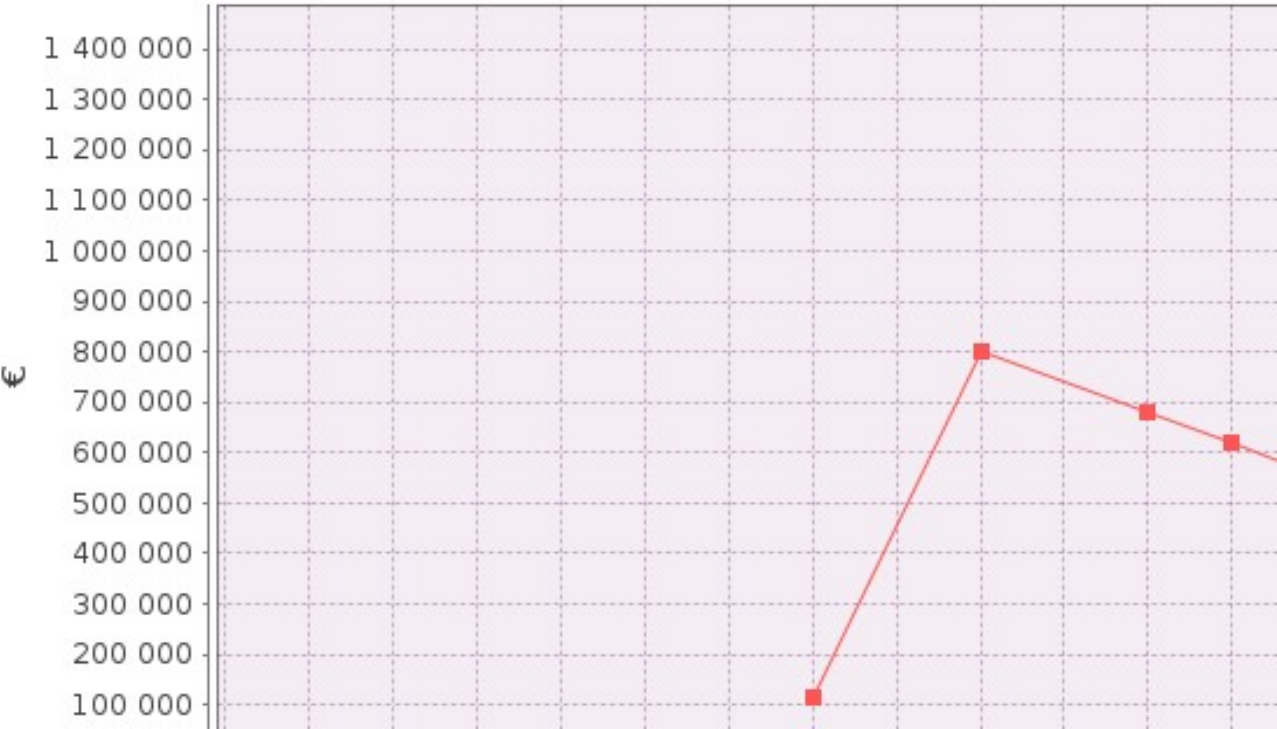
/LQGLFH GH FRQQDLVVDQFH GHV UHMHWV DX PLOLHX QDWXUHO G &RPPHQWDLUH ,QGLFH GH FRQQDLVVDQFH GHV UHMHWV HQ PLOL

'XUpH G H[WLQFWLRQ GH

/D GXUpH G H[WLQFWLRQ GH OD GHWWH VH GpILQLW FRPPH OD GX VL OD FROOHFWLYLWp DIIHFWH j FH UHPERXUVHPHQW OD WRWDOL DQQXHOOH UHFHWWHV UpHOOHV ± GpSHQVHV UpHOOHV FDOFXO 0

durée d'extinction de la dette pour l'année de l'exercice = $\frac{\text{encours de la dette au 31 décembre de l'exercice}}{\text{épargne brute annuelle}}$

	([HUFLFH	([HUFLFH
(QFRXUV GH OD GHWWH HQ ¼ &RPPHQWDLUH &DSLWDO UHVWDQW GRH \$QQH[H ,9 \$ GX &	G€ DX	
(SDUJQH EUXWH DQQXHOOH HQ ¼ &RPPHQWDLUH 'RQQpH &\$ \$		
'XUpH G H[WLQFWLRQ GH OD GHWWH HQ DQQpHV		



7DX[G LPSD\pV VXU OHV IDFWXUHV GH O DQ

1H VRQW LFL FRQVLGpUpHV TXH OHV VHXOHV IDFWXUHV SRUWDQ
H[FOXHV OHV IDFWXUHV GH UpDOLVDWLRQ GH EUDQFKHPHQWV HV
SDU H[HPSOH VXLWH j XQH HUUHXU GH IDFWXUDWLRQ RX j XQH IX
7RXWH IDFWXUH LPSD\pH DX HVW FRPSWDELOLVpH TXHOT

montant d'impayés au titre de l'année précédente
taux d'impayés sur les factures de l'année précédente = $\frac{\text{tel que connu au 31 décembre de l'année en cours}}{\text{chiffre d'affaires TTC (hors travaux) au titre de l'année précédente}} \times 100$

	([HUFLFH 10LQXV	([HUFLFH
0RQWDQW G LPSD\pV HQ ¼ DX WLWUH GH O DQQpH WHO TXH FRQQX DX		
&KLIIUH G DIIDLUV 77 & IDFWXUp KRUV WUDY[¼ DX WLWUH		
7DX[G LPSD\pV HQ VXU OHV IDFWXUHV G DVVDLQLV		

7DX[GH UpFODPDWLRQV 3

&HW LQGLFDWHXU UHSUHQG OHV UpFODPDWLRQV pFULWHV GH WF
O H[FHSWLRQ GH FHOOHV TXL VRQW UHODWLYHV DX QLYHDX
UpJOHPHQWDLUH \ FRPSULV FHOOHV TXL VRQW OLpHV DX UqJOH
([LVWHQH G[XQ GLVSRVLWLI GH PpPRULVDWLRQ 2XHV@UpFODPDWL
1RPEUH GH UpFODPDWLRQV pFULWHV UHoxHV SDU O[RSpUDWHXU
&RPPHQWDLUH 5\$' SDJH
1RPEUH GH UpFODPDWLRQV pFULWHV UHoxHV SDU OD FROOHFWLY

taux de réclamations = $\frac{\text{nombre de réclamations (hors prix) laissant une trace écrite}}{\text{nombre total d'abonnés du service}} \times 1000$

3RXU O H[HUFLFH OH WDX[GH UpFODPDWLRQV HVW GH SR

)LQDQFHPHQW GHV LQYHVWLIVVHP
0RQWDQWV ILQDQFLHUV

	([HUFLFH	([HUFLFH	
0RQWDQWV ILQDQFLHUV +7 GHV WUDYDX[HQJDJpV S H[HUFLFH			UQLH
0RQWDQWV GHV VXEYHQWLRQV HQ ¼			
0RQWDQWV GHV FRQWULEXWLRQV GX	EXGJHW JpQpU		

(WDW GH OD GHWWH GX VHUYLFH

/¶pWDW GH OD GHWWH DX GpFHPEUH >1@ IDLW DSSDUDvWUH OH

	([HUFLFH	([HUFLFH	
(QFRXUV GH OD GHWWH DX GpFHPEUH 1 PRQWDQW &RPPHQWDLUH &DSLWDO UHVWDQW G€ DX GRQQpH \$QQH[H ,9 \$ G			HQ ¼
0RQWDQW UHPERXUVp GXUDQW OTH[HUFLFH HQ ¼	HQ FDSLWDO		
	HQ LQWpUrWV		

\$PRUWLVVHPHQWV

3RXU O H[HUFLFH OD GRWDWLRQ DX[DPRUWLVVHPHQWV D pW

3UpVHQWDWLRQ GHV SURMHWV j O pWXGH HQ
GX VHUYLFH j O XVDJHU HW OHV SHUIRUPDQFH
VHUYLFH HW PRQWDQWV SUPYLVLRLRQQHOV GHV

3URMHWV j O pWXGH	0RQWDQWV SU HQ ¼	0RQWDQWV SUPYLVLRLRQ GH O¶DQQpH SUPFH HQ ¼	

3UpVHQWDWLRQ GHV SURJUDPPHV SOXULDQQXHOV GH WUDYDX
SDU O DVVHPEOpH GpOLEpUDQWH DX FRXUV GX

3URJUDPPHV SOXULDQQXHOV GH WUDYDX	\$QQpH SupY GH UpDOLY	ORQWDQWV SupYLVLRQQHOV

\$FWLRQV GH VROLGDULWp HW GH
GpFHQWUDOLVpH GDQV OH GRPDL

\$EDQGRQV GH FUpDQFH RX YHUVHPHQWV j X
3

&HW LQGLFDWHXU D SRXU REMHFWLI GH PHVXUHU O LPSOLFDWLRQ

(QWUHQW HQ OLJQH GH FRPSWH
x OHV YHUVHPHQWV HIIHFWXpV SDU OD FROOHFWLYLWp DX SUP
&RGH GH O DFWLRQ VRFLDOH HW GHV IDPLOOHV)RQGV GH
SHUVRQQHV HQ GLIILFXOWp
x OHV DEDQGRQV GH FUpDQFH j FDUDEFWqUH VRFLDO YRWpV D
FROOHFWLYLWp QRWDPPHQW FHX[TXL VRQW OLpV DX)6/

/¶DQQpH OH VHUYLFH D UHoX BBBBBBBB GHPDQGHV G¶DEDQGRQ
¼ RQW pWp DEDQGRQQpV HW RX YHUVpV j XQ IRQGV GH VROLGD
¼ PSRXU O¶DQQpH HQ ¼ P

2SpUDWLRQV GH FRRSpUDWLRQ GpFHQWUDOL
& * & 7

3HXYHQW rWUH LFL OLVWpHV OHV RSpUDWLRQV PLVHV HQ SODFH
FROOHFWLYLWpV WHUULWRULDOHV OHTXHO RXYUH OD SRVVLELO
DXWRULWpV ORFDOHV pWUDQJqUHV SRXU PHQHU GHV DFWLRQV GH

%pQpILFLDLUH	ORQWDQW HQ ¼



7DEOHDX UpFDSLWXGDWLI GHV LQ

		9DOHXU	9DOHXU	
	,QGLFDWHXUV GHVFULSWLIIV GHV VHUYLFHV			
,	(VWLPDWLRQ GX QRPEUH G KDELDWDQWV GHVVH GH FROOHFWH GHV HDX[	BBB		UpVHD
'	1RPEUH G DXWRULVDWLRQ\ G pWDEOLVVHPHQWV LQGXVWULHOV DX UpVHD			H GHV
'	4XDQWLWp GH ERXHV LVVXHV			
'	3UL[77& GX VHUYLFH ¼ f			
	,QGLFDWHXUV GH SHUIRUPDQFH			
3	7DX[GH GHVVHUWH SDU GHV Up	BBB	BBB	
3	QGLFH GH FRQDLVVDQFH HW GH JHVWLRQ SD UpVHDX[GH FROOHFW			GHV
3	&RQIRUPLWp GH OD FROOHFWH GpILQLHV HQ DSSOLFDWLRQ GX PRGLILp SDU OH G	GHV HIOXHQW GpFUHW		SWLRQ
3	&RQIRUPLWp GHV pTXLSHPHQWV GpSXUDWLRQ GpILQLHV HQ DSSOLFDWLRQ GX PRGLILp SDU OH G	GpFUHW		WLRQ
3	&RQIRUPLWp GH OD SHUIRUPDQFH GHV RXYUDJ DX[SUHVFULSWLRQV GpILQLHV HQ DSSOLFDWLRQ GX MXLQ PRGLILp SDU			RQ
3	7DX[GH ERXHV LVVXHV GHV RXYUDJHV G pSXU VHORQ GHV ILOLqUHV FR			HV
3	ORQWDQW GHV DEDQGRQV GH FUpDQFH RX GHV IRQGV GH ¼ f			j XQ