

Dear customers,

Hagihon company is pleased to present you with the summary of the annual report for 2019.

The full report is published on the company's website at [www.hagihon.co.il](http://www.hagihon.co.il)

Hagihon Ltd. is a regional water and sewage corporation operating according to a license and according to section 14 of the Water and Sewage Corporations Law (2001). The company is responsible for the financing, planning, construction, operation and maintenance of the water, sewage and waste water networks in Jerusalem, Mevasseret Zion and Abu Gosh.

Hagihon provides water for Ma'ale Adumim, sells water to the Palestinian Authority and to the Ramallah water plant. Hagihon serves a population of one million people and its subsidiary company MAVTI (Jerusalem Company for Wastewater Treatment), cleans the sewage of Jerusalem, Mevasseret Zion, Givat Ze'ev, Tzur Hadassah, Beitar Illit, New Givon, Ramat Rachel, Beit Zayit, Ora, Har Gilo, Bethlehem, Beit Jala, Bir Nabala, Aram, Aljib, Ma'aleh Adumim, Mitzpeh Yericho, Kfar Adumim, Anatot, Adam and Alon.

**Hagihon operates according to the unique and advanced Smart Water Utility operation model. This model enables the company to expand the operational performance envelope, upgrade the control level, and thereby shorten the response times expressed by reducing the friction possibilities inherent in the company's activity in the public sector.**

#### The water network:

Hagihon has assimilated and operates state-of-the-art technologies in the field of GIS (Geographical Information System), continuous monitoring and detection of hidden water bursts, continuous monitoring of water quality and reduction of dynamic pressures. It gives the company unique capabilities in the field of intelligent water network management.

#### The sewage network:

In addition to the responsibility for the collection of domestic and industrial sewage and waste water recycling, the company is involved in the supervision of sewage originating from industry and various businesses, in order to prevent the discharge of exceptional industrial waste that harms the transmission systems and purification facilities, rivers and groundwater. The company continues to upgrade and develop infrastructures on a large scale and to maintain a high level of professional maintenance including the reducing of the percentage of sewage blockage in the sewage network.

#### Development budget:

The company's development budget for 2020 amounts to approximately NIS 270 million. The budget is used to install new water and sewage lines, to replace and upgrade existing lines, build and upgrade water reservoirs, pumping stations and water and sewage facilities. It intends to support consumption growth per capita, reliability and quality of water supply, and to regulate the treatment of the Kidron basin sewage.

#### Sewage treatment:

Hagihon is the owner (95.5%) of MAVTI, the Jerusalem Company for Wastewater Treatment, Ltd. and is responsible for the financing, planning, construction, operation and maintenance of wastewater treatment plants. In these plants, the most advanced purification technologies are used, enabling the waste water to become suitable for agricultural and public parks irrigation. MAVTI handles about 49 million cubic meters of wastewater per year from Jerusalem and its surrounding settlements, through three wastewater treatment plants.



**You are invited to watch the video "Seeing Green" by scanning the bar code**

#### Hagihon in the Internet:

The company promotes improvements in the accessibility of information and the execution of immediate customer actions, without the need to wait for service. In the "Personal Online Area", you can view and pay the water bills and fill out or download online forms. The company's website has information in three languages: Hebrew, Arabic and English, and is adapted for population with eyesight and hearing difficulties.

On the company's website, you can also chat with a representative in three languages, review the water quality reports for up to seven years, and receive information on the location of Hagihon works at any given time.



**You are invited to watch the video "Online Form" by scanning the bar code**

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## חברת הגיחון בע"מ

### Sending SMS:

Hagihon informs its customers about transactions performed in their account and about initiated water breaks by using text messages and voice messages.

### The new water bill:

Hagihon sends its customers a customized water bill in one of five languages that the customer prefers. The bill contains a barcode that enables (by scanning with a smart phone) to enter the company's web site and even pay the water bill.



**You are invited to watch the video "Dynamic Bill" by scanning the bar code**

### Water bill directly to the e-mail:

You can get the water bill via e-mail. This service is fast and it saves paper.



**You are invited to watch the video "Water bill via E-mail" by scanning the bar code**

### Payment of the Water Bill by standing order:

Exclusive benefits are given to those paying the water bill by standing order:

1. Two installments - splitting the payment into two equal parts (half the amount in each month) without interest and without linkage.
2. Determining the payment date at the dates convenient to the customer: 2nd, 10th, 17th or 24th of the month.
3. **In the case of an irregular charge, the payment will not be collected from the customer's account until the cause is clarified. A notice will be given to the customer.**



**You are invited to watch the video "Standing Order" by scanning the bar code**

### Update the # of persons living in the property in favor of calculating the recognized water quantity:

According to the Water Authority's instructions, each customer must ensure that the number of persons listed in the water account matches the number of members of the family living in the property or consumers who consume water from the water meter. The number of persons can be updated by contacting Hagihon directly. You need to attach a report form and an identity card appendix with the updated address of the property. The minimum number of persons in a housing unit is 2.



**You are invited to watch the video "Updating the number of persons living in the property" by scanning the bar code**

### Service data:

Department	Number of inquiries in 2019	Average waiting time	Compliance with regulatory requirements
Consumer call center	229,066	81.25% responded within 40 seconds, 97.48% of the calls were answered	100%
Frontal center - consumer inquiries	30,143	00:00:51 (51 Seconds) About 100% wait less than 20 minutes	100%
Frontal center - fees and levies	5,916	00:02:21 (Two minutes and twenty one seconds) About 97.7% wait less than 20 minutes	100%
Public Inquiries	6,519	100% of the inquiries were answered within 4 days	100%