

# Evolving towards a service model

Interreg Nereus start congress  
St Omer  
May 2018  
Frank De Clercq



# Facts & figures

CUSTOMERS

652.604



PRODUCTION  
VOLUME

139.778.974 m<sup>3</sup>



EMPLOYEES

464



TURNOVER

€ 162.188.847



**Water-link 2015, a pure commodity  
player “We will deliver the cheapest  
drinking water in Flanders”**





06/2018



## *Outspoken internal focus*

- “We don’t need to change!”
- “Don’t talk, just act”
- “The customers is always ... complaining”



Change is mandatory for  
extraordinary results.





# A new CEO Mr. Franky Cosaert





**We shall inspire everyone  
to benefit from the true value of  
water**



# | The true value of water





# Continuous innovation



# | Continuous innovation

**01** Become the reference  
partner for the industry

**02** Circular drinking  
water production

**03** Smart metering

**04** Integrated multi-utility  
asset management



**Become  
the reference partner  
for the industry.**

01

# Total Antwerp Before



*“A few years ago, we wanted to build our new “Demin 7”- installation. Induss made us a proposal to take care of a significant part of our need of demineralized water. Outsourcing of the demineralized water need, saved us an investment and gave us some “soft money” benefits on the exploitation of the running facilities at that time. In conclusion, this major project run by a young company, has great merit for the utilities in the Port of Antwerp. “*

**Peter De Laet**

*Utilities Manager Total Refinery Antwerp*



# INDUSS I (2016): (Petro)chemical Cluster Antwerp (Belgium)

- Delivery of DI water out of surface water (river Maes)
- Production hall 1: 1.750m<sup>2</sup> ( 3 lines of 400m<sup>3</sup>/h)
- Put into operation in phases: year 1 : 7 mio m<sup>3</sup> output
- 15.000 m<sup>3</sup> buffercapacity
- DI-distribution grid of 20 km in PPR
- Technology: IX + uv + mixed bed





# **Circular** drinking water production

02

6/06/2018









# CERAMIC MEMBRANE S

Dynamic cross flow  
filtration





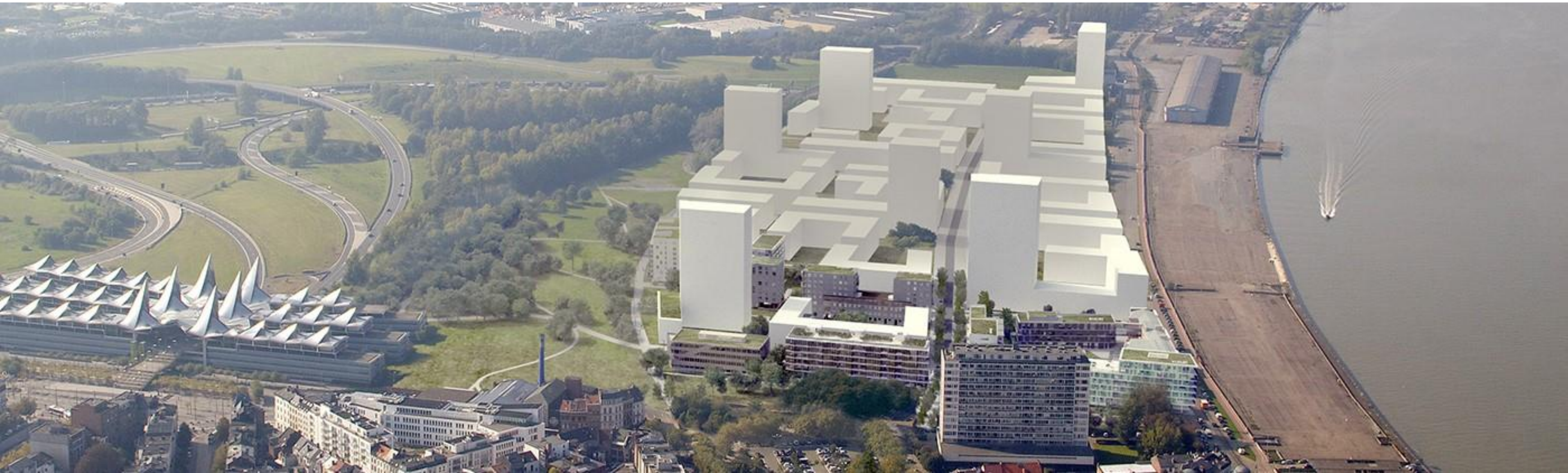
# Water-link & Nereus-Water & Colruyt pilot

- In production since june 2016
- Different water tested
- Learning curve
- Goal reached





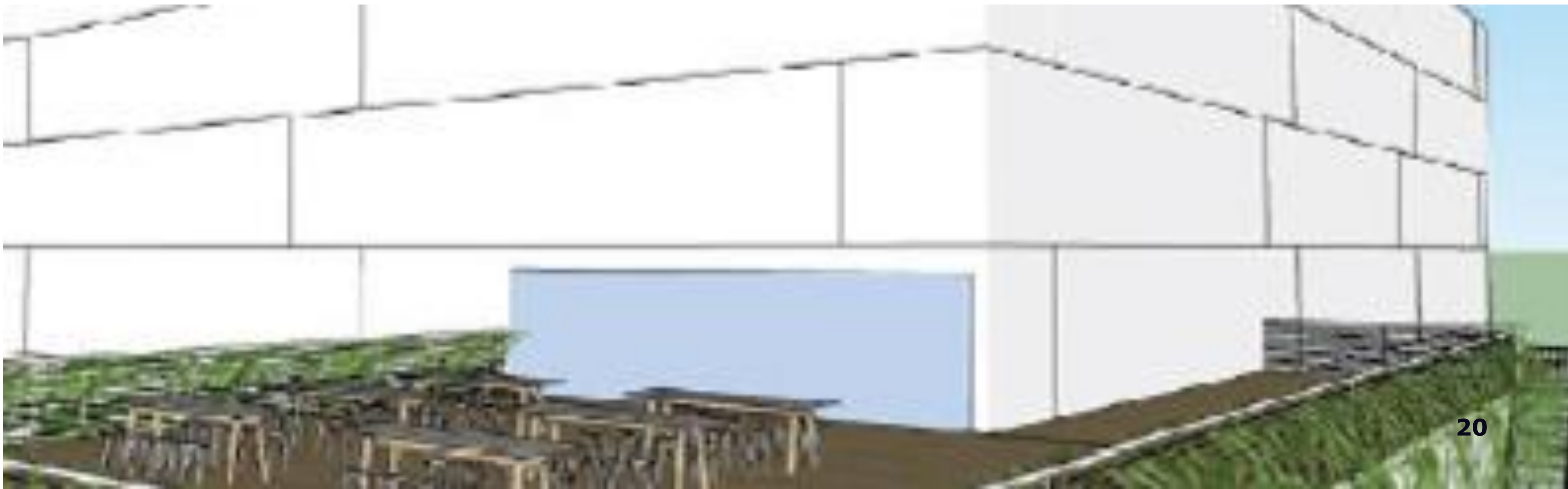
# Antwerp new south interreg Nereus project





# | Antwerp new south, interreg Nereus project

- 1 installation, 2 demo sites => Look 'n Feel & Colruyt shop + living blok
  - Pop up event location (2018-2019)
  - Colruyt winkel Lange Elzenstraat (Antwerp South) (2020-20xx)





# Interreg project

## Look & Feel

- Green house surrounded by with sea containers
  - Art
  - Gastronomy
  - Community
  - **Circularity**
- Working space for circulair partners
- Background projections





# Interreg project

## Look & Feel

### Initiation direct potable reuse

Re-use of drinking water out of grey waste water (kitchen source)

- Rainwater as extra source
- Acceptance





# | Interreg project

## Colruyt | innovation pioneer

### Water-link

- Reuse of grey & rain water
- Production of high quality drink water
- Extended Quality control
- Event detection

### Colruyt

- Search for innovation poineers
- Total sustainable concept:
- Vacuum toilet's
  - Water & energy economical equipment

03

## Smart metering



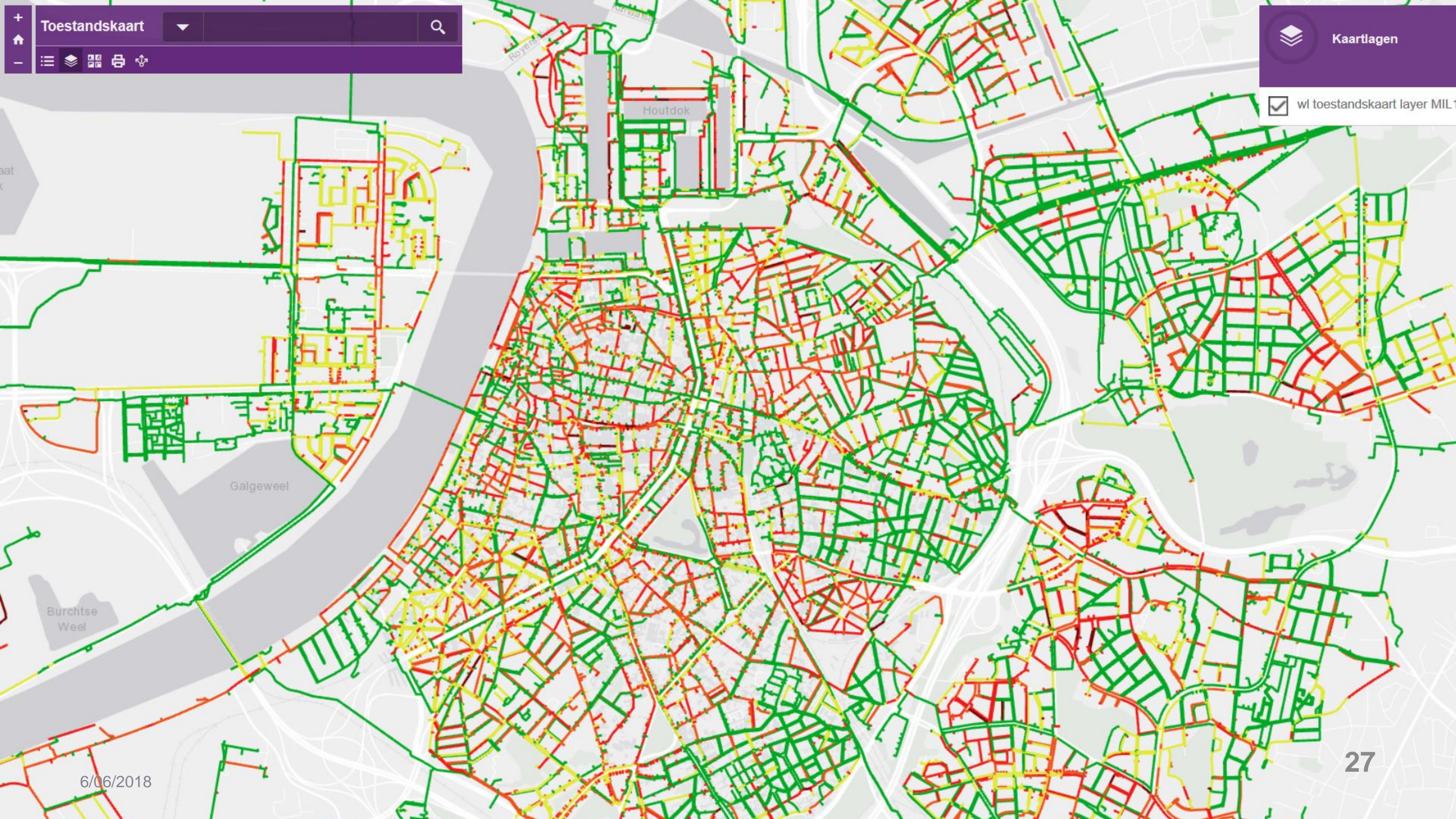
# Smart metering Benefits



- ✓ Valuable insights to offer services to our customers
- ✓ Process optimisation
- ✓ Non revenue water

# **Integrated multi-utility asset management**







thank you.